



COMMUNITY DIRECTOR

Reports to: Regional Director

The purpose of this position description is to communicate the responsibilities and duties associated with the position of Community Director. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every associate is expected to perform any reasonable task or request that is consistent with fulfilling Indio Management's objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that, by signing the Position Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: Non-Exempt/Hourly or Exempt Salary according to standards of FLSA. **The Community Director is totally accountable for all community operations.** The purpose of the Community Director is to effectively manage and coordinate persons, activities, and available resources in order to accomplish community objectives as set forth by the Regional Director and property owner. These objectives will include maximizing occupancy levels and property values. In addition, the Community Director will train the Assistant Community Director to assume all duties of the Community Director in the event of the Community Director's absence.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

FINANCIAL

- In conjunction with the Regional Director, the Community Director assists in formulation of budgets for each upcoming calendar year. The Community Director is responsible for conforming to the established budget guidelines throughout the year to achieve the highest possible net operating income.
- Understands, analyzes and evaluates monthly financial statement and writes the property owner's report in a clear, concise form.
- Ensures that all rents are collected when due and posted in a timely manner. Assures that all bank deposits are made by 3:00 PM of the day following receipt.



- Performs evictions, utility cut-offs, and landlord liens as required on delinquent rents.
- Responsible for constant vendor/contractor communications concerning work scheduling, billings, vendor relations and certificates of insurance.

PERSONNEL

- Hires, terminates, trains, motivates, and supervises all on-site staff in order to achieve operational goals of assigned community. This includes new associate indoctrination, review and approval of time records, instructing and advising on-site staff of associate procedures and guidelines.
- Conducts on-going training with office staff, i.e., leasing paperwork, workplace safety and any other type of training that may be needed on a daily basis.

ADMINISTRATIVE

- Ensures that all lease files are complete and that completion of leases is being executed properly.
- Responsible for office opening on schedule, condition of office and model apartments.
- Attends scheduled corporate management meetings.
- Maintains records on all aspects of management activity on a daily, weekly, monthly and quarterly basis. Submits required reports to corporate office on a weekly monthly and quarterly basis.

RESIDENT/CLIENT RELATIONS

- Maintains positive customer service attitude.
- Periodic inspection with clients of move-in/move-outs.
- Reviews all notices to vacate to determine the cause of the move-out.
- Initiates and implements policies/procedures to maintain client communications; i.e., complaints, service requests, etc.

MAINTENANCE

- Physically walks and inspects community on a regular basis; checks on vacant apartments.
- Ensures that make-ready board is updated on a daily basis indicating vacancy status. Coordinates the maintenance and make-ready staff to ensure timely recondition of apartments after move-out.
- Monitors and schedules all maintenance activities. Develops and implements an annual preventive maintenance program.

MARKETING/LEASING

- Responsible for ensuring that market surveys are conducted monthly and providing trend report information. Shops competition and is aware of neighborhood conditions.
- Welcomes and shows community to prospective new clients. Also handles incoming phone calls from prospective new clients and completes appropriate paperwork.
- Maintains awareness of market/industry conditions and trends via trade publications, professional organizations, etc.



SAFETY

- Promptly and effectively addresses any liability issues that could be hazardous or potentially dangerous for residents, staff, guests and the public.
- Reports all liability and community incidents to the corporate office immediately. Ensures that all work-related injuries are reported immediately and that all paperwork is completed.
- Completes any pertinent safety checklists with service staff.

GENERAL

- Performs any additional duties or tasks as assigned by the Regional Property Supervisor.
- Is knowledgeable and compliant with all Indio Management policies and procedures.

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively, depending on specific needs of the day. Estimate 60% of time is spent on feet and 40% sitting at desk.
- Have occasional need (33% to 66% of the time) to perform the following physical activities:
 - Bend/Stoop/Squat/Kneel to pick up litter, filing.
 - Climb Stairs to inspect and show community.
 - Push or Pull to inspect and show community, open and close doors, cabinets.
 - Reach Above Shoulders to inspect community, store/retrieve supplies.
- Have frequent need (33% to 66% of the time) to perform standing and walking activities related to inspecting and presenting community.
- Constant need (66% to 100% of the time) to perform the following physical activities:
 - Grasp/Grip/Turning for telephone and doorknob use.
 - Finger Dexterity for operation of office equipment.
 - Writing/Typing: Corporate, Inter-office, Client communications.
- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):
 - Over 25 pounds: Rare Need (less than 1% of the time)
 - 20-25 pounds: Occasional Need (1% to 33% of the time)
 - Less than 20 pounds: Frequent Need (33% to 66% of the time)
 - Under 10 pounds: Constant Need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to complete forms, read and review reports and a wide variety of correspondence, view computer screen. Frequent need to see small detail and view computer screen.
- Frequent need (33% to 66% of the time) to see things clearly beyond arm's reach (inspecting community, neighborhood surveys).
- Must be able to determine colors properly for decorating, design, paints colors, etc.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person



with community owners, corporate and client management, vendors, clients, etc.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person.

DRIVING REQUIREMENTS

- Frequent need (20% to 25% of the time) to utilize personal transportation to inspect apartment community and surrounding neighborhood, run community errands, make trips to the bank and also visit the corporate office.
- Must have valid driver's license and vehicle insurance.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors in all conditions (33% to 66% of the time).
- Occasional exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. (less than 1% to 33% of the time)

REASONING DEVELOPMENT

- **HIGH.** Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.