

Community Manager (Avon, CO)

For over 20 years, Polar Star Properties has specialized in resort community housing and apartment rentals in the beautiful Vail Valley. We provide housing to full-time residents and resort employees, and we take pride in helping others call the Valley home! Adding to our portfolio of five managed communities, Polar Star Properties has acquired Spring Creek Village, an 11-acre site with 150 apartment units located in Gypsum. With the addition of this new community we are currently seeking a **Community Manager** who has the desire to exceed the expectations of our prospective residents in this area.

The ideal candidate must have excellent sales and customer services skills, ability to work in a fast-paced environment and demonstrate exceptional management skills to handle the day-to-day operations of an apartment community and its staff.

Our generous employee benefits also include Medical, Dental, Vision, Life, Disability Insurance, Personal Time Off (PTO), paid holidays, 401K as well as a housing benefit.

Responsibilities of the Community Manager include but are not limited to:

Management

- Maintain the physical and fiscal assets of the community.
- Complete all resident move-ins, move-outs, transfers and renewals.
- Inspect vacant apartments to ensure rental readiness and perform move-out inspections.
- Supervise and motivate onsite personnel to achieve the operational goals of the property.
- Hire and train adequate staff to handle all facets of the property's operations.
- Liaise and collaborate with upper management.
- Ability to professionally resolve resident and employee issues.

Leasing

- Work in collaboration with leasing consultants and regional marketing team to develop and implement appropriate marketing strategies.
- Conduct tours of the grounds of the community and show apartments to prospective residents.
- Sell the community over the phone/internet to convert leads to on-site tours.
- Greet all individuals that enter the leasing office in a friendly and professional manner.
- Maintain thorough product knowledge of the property (floor plans, amenities, etc.) and the local community.
- Apply product knowledge to prospective residents' needs by effectively communicating features and benefits.
- Responsible for the oversight of LIHTC compliance and certification.

Customer Service

- Develop and maintain professional relationships with prospective and current residents.
- Accept maintenance requests, submit maintenance tickets, and complete follow-up to ensure satisfaction.
- Handle resident calls and in-person concerns.
- Respect boundaries of tenant confidentiality, ensure safety, and uphold both local and Federal Fair Housing Laws.
- Communicate with all residents about community events, trends and other issues that may affect their tenancy.
- Accurately prepare and be thoroughly knowledgeable with all applications, lease documents, and related paperwork.
- Collect and report accurately and timely other information as needed or requested including daily and weekly occupancy reports, market surveys, management issues, collections, demographic data, etc.

Requirements for the Community Manager include but are not limited to:

- Prior experience in property management (LIHTC experience helpful)
- Transportation – Employee must maintain reliable transportation daily, a valid driver's license, and valid vehicle insurance.

- Language – Proficiency in the English language, including the ability to read, write, and communicate professionally with others. (Bilingual preferred)
- Education/Experience – A high school diploma, GED, or equivalent experience is required.
- Physical - This job requires extensive mobility, including frequent inspections that require walking and climbing stairs. Also includes lifting, bending, reaching, etc.

Skills and Competencies include but are not limited to:

- The ability to prioritize and multitask with superb organizational skills and attention to detail.
- The ability to manage and contribute to a team; work well with others.
- The ability to work independently with little supervision.
- Advanced computer skills and knowledge of the Internet, Email, property management software and Microsoft applications.
- Exceptional interpersonal and people skills.
- Effective and professional oral and written communication abilities.
- Good judgment and ability to exercise common sense understanding.
- A positive attitude and the ability to smile under all circumstances.
- Adaptable to accept changes in the work environment, manage competing demands, and handle unexpected events.
- Enthusiasm and the personal drive to be a self-starter.

All offers of employment are conditioned upon the applicant passing a drug test and subject to a background check, which are conducted in compliance with any applicable federal, state, or local law.