

# REEP Residential

## Assistant Community Manager – Job Description

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**Location:** In Person

**Job Type:** Full-Time

**FLSA Status:** Non-Exempt (Hourly)

**Reports To:** Community Director

### Position Summary

The Assistant Community Manager supports the Community Director in overseeing the daily operations, financial administration, and resident experience of the assigned residential community. This hourly position assists with leasing, rent collections, administrative processes, compliance documentation, and coordination of day-to-day activities to ensure the property operates efficiently and in alignment with REEP Residential standards.

### I. Operational & Administrative Support

- Assist the Community Director with daily operational responsibilities.
- Post rental payments and monitor delinquency reports.
- Issue late notices and assist with collection follow-up in accordance with company policy.
- Prepare and process lease agreements, renewals, addendums, and required documentation.
- Maintain accurate and compliant resident files.
- Assist with reporting, data entry, and financial documentation.
- Support audit preparation and file reviews.

### II. Leasing & Resident Relations

- Conduct property tours and assist in achieving occupancy goals.
- Process applications and coordinate move-ins and renewals.
- Provide prompt, professional communication to residents and prospects.
- Assist in resolving resident concerns and escalate issues when appropriate.
- Support resident retention and engagement initiatives.

### III. Financial Support & Compliance

- Assist in monitoring budget adherence and expense tracking.
- Support delinquency management and collection efforts.
- Assist with monthly closing procedures and required property reports.
- Ensure compliance with Fair Housing regulations and company policies.

### IV. Team & Maintenance Coordination

- Coordinate with maintenance to ensure service requests are addressed in a timely manner.
- Assist with vendor communication and scheduling as directed.
- Provide operational support in the absence of the Community Director as assigned.

- Support overall team workflow and property organization.

## Core Qualifications

**Education:** High School Diploma or GED required; degree preferred.

**Experience:** 2–3 years of multifamily property management experience preferred; leasing and collections experience strongly preferred.

## Key Competencies

- Strong customer service orientation
- Organizational and time-management skills
- Attention to detail and documentation accuracy
- Knowledge of Fair Housing regulations
- Proficiency in property management systems (ResMan, Yardi, AppFolio)
- Effective communication and conflict resolution skills

## Physical Requirements

- Frequently walk the property, including climbing stairs and accessing multiple floors.
- Conduct inspections of vacant units and common areas.
- Sit for prolonged periods while working at a desk or computer.
- Occasionally lift and/or move up to 25 pounds.
- Work in indoor and outdoor environments and may be exposed to varying weather conditions.

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**Employment At-Will:** Employment with REEP Residential is at-will. This means that either the employee or the Company may terminate the employment relationship at any time, with or without notice, and with or without cause, subject to applicable law. Nothing in this job description or any other company document shall be interpreted as creating a contract of employment or altering the at-will employment relationship.

*REEP Residential is an Equal Opportunity Employer. This job description is not intended to be an exhaustive list of duties and responsibilities. Management reserves the right to modify responsibilities as needed.*