

REEP Residential

Community Director – Job Description

Location: In Person

Job Type: Full-Time

FLSA Status: Exempt (Salaried)

Reports To: Regional Manager & Director of Operations

Position Summary

The Community Director is responsible for the overall leadership, operational performance, and financial success of the assigned residential community. This role oversees personnel management, administrative operations, financial performance, resident relations, and property maintenance standards to ensure alignment with REEP Residential's objectives and culture. The Community Director works in partnership with the Regional Manager and Director of Operations to drive property performance, ensure compliance, and maintain portfolio-wide operational alignment. As the on-site leader, the Community Director sets the standard for professionalism, accountability, and customer service excellence.

I. Personnel Management

- Interview, select, hire, train, and develop on-site team members.
- Mentor and coach staff in leasing, customer service, maintenance standards, and operational excellence.
- Motivate, direct, and evaluate team performance aligned with established community goals.
- Exercise supervisory authority, including performance feedback and disciplinary recommendations.
- Address and resolve employee-related concerns in coordination with HR.
- Organize and assign staff responsibilities while ensuring deadlines and objectives are met.
- Maintain high standards of professional conduct and appearance.
- Foster a positive, performance-driven team culture aligned with company values.

II. Administrative & Financial Oversight

- Ensure adherence to approved budget guidelines and monitor expenses.
- Review financial performance, analyze trends, and implement operational solutions.
- Approve leases and ensure compliance with company policies and Fair Housing regulations.
- Conduct competitive market surveys to improve traffic and retention.
- Oversee administrative duties in accordance with company policy.
- Assist with due diligence and acquisitions as needed.
- Ensure compliance with local, state, and federal regulations.
- Perform additional duties as assigned.

III. Maintenance & Asset Preservation

- Manage vendor and contractor relationships, including scheduling and billing oversight.
- Conduct daily property walks to ensure company standards are met.

- Route service requests appropriately and monitor resident satisfaction.
- Inspect the community to identify and address life/safety concerns.

Core Qualifications

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

Experience: 3–5 years property management experience; prior supervisory experience required.

Key Competencies

- Leadership and team development
- Budgeting and financial oversight
- Resident relations and customer service excellence
- Knowledge of Fair Housing and regulatory compliance
- Vendor management and negotiation
- Proficiency in property management software (Yardi, AppFolio, ResMan)
- Strong communication and organizational skills

Physical Requirements

- Frequently walk the property, including climbing stairs and accessing multiple floors.
- Conduct daily inspections of vacant units and amenities.
- Stand and walk for extended periods.
- Sit for prolonged periods while working at a desk or computer.
- Occasionally lift and/or move up to 25 pounds.
- Bend, stoop, kneel, crouch, and reach as necessary.
- Operate standard office equipment.
- Respond to on-site emergencies as needed.
- Work in indoor and outdoor environments in varying weather conditions.

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.