

Compensation: \$75,000 to \$80,000

All Community Roots Housing employees must show proof that they are fully vaccinated on their first day of work or submit a request for a religious or disability based exemption.

Benefits: Medical HMO, dental and vision insurance is free for employees!!

Company Summary

Everyone has the right to a quality, affordable home. At Community Roots Housing, this truth drives our work. By embracing community-led development and engaging in deep-rooted partnerships, we're fostering vibrant, equitable communities where everyone has access to safe, affordable and welcoming homes. Today, nearly 50 apartment buildings – over 2,000 residents -- we continue our commitment to build community with and for people. We are a top performing, high-capacity not-for-profit corporation with an innovative portfolio throughout the Seattle area. Our buildings have won numerous awards from HUD, Urban Land Institute, Affordable Housing Finance Magazine, Future wise and other community development awards.

We are intentional in our hiring processes, seeing it as a chance to interrupt the cycle of racial and economic injustice that limits communities from accessing employment, building skills and investing in their own leadership development. We prioritize applicants who have firsthand experience in navigating the many systems that our residents face which impede their opportunities for success, as majority low-income, LGBTQ, and people of color.

Job Summary

Community Roots Housing is looking for a Leasing Manager to oversee the Leasing and Occupancy Department and the day-to-day implementation of policies, procedures, programs, plans and fair housing laws with the goal of 100% occupancy. The Leasing Manager works closely with Portfolio Managers, Site Managers, and Communications to market CRH units, attract and place eligible tenants and to provide a high level of customer service to tenants to ensure a safe and clean environment.

Duties and Responsibilities

Leadership

- Lead day to day operations-Oversee reviews/audits performed by staff ensuring timeliness and accuracy
- Assist in the development and updating of training materials and presentations-conduct/oversee trainings- leasing and certification
- Development of goals, work plans, and performance measures for Leasing and Occupancy staff with Director of Compliance
- Meet with staff consistently to support professional development and workflow efficiency

Leasing

- Responsible for ensuring that all new tenants meet the eligibility requirements for the unit being leased.
- Must know income guidelines for building and units.
- Must know necessary compliance documentation and forms.
- Ensures compliance sign off on all placements as a checkpoint in the eligibility process and that files are complete at move in.
- Is timely in their response to inquiries.
- Makes self-available to answer questions from team and other partners.
- Ensures excellent customer service by ensuring team is being timely with appointments.
- Oversees the Interviews and screening of applicants, application is processing timely and leasing to ensure that they are conducted thoroughly and in accordance with funding requirements and Fair Housing regulations.
- Ensures that team coordinates the showing of vacant units.

Waitlist Management

- Regularly monitors the waitlist to ensure it is accurate and up to date.
- Ensures the waitlist is regularly updated with new applications and notes from callers.
- Uses the waitlist according to CRH policy, compliance requirements and fair housing laws to select potential tenants.
- Reports
- The Leasing Manager provides the following reports:
- Monthly vacancy report to be generated by the last day of each month and made available to the DPM and DD.
- Marketing report listing strategies for units with 45 days of vacancy loss and describing all new marketing contacts.

Marketing

- Responsible for the marketing of vacant units.
- Identifies marketing groups based on vacancies, building/unit specific compliance requirements (income/household size/age/disability etc.).
- Assists with marketing units through community outreach meetings with the use of approved/authorized materials and incentives.
- Will respond to tenants and vendors in a timely manner.

Other duties

- May include but are not limited to:
- Special projects and other duties as assigned
- Attend community/neighborhood meetings as directed and report to Director of Compliance.

Minimum Qualifications:

- Standard business English: Ability to speak, read and write.
- Computer skills: General computer literacy.

- Permit/License/Certification: Completion of Tax Credit Compliance Training (within 2 years of hire).
- Knowledge of and experience with (Minimum 2 years as Property Manager): Working with a diverse variety of people. Strong verbal communication skills on the telephone and in person. Standard business reading and writing skills. Knowledge of Landlord/Tenant Law, WHFC Tax Credit occupancy regulations and experience in property management preferred.
- Ability to perform the following functions (in addition to tasks outlined on prior pages): Ability to follow instructions and perform work accurately, attention to detail, work under supervision and effective problem solving skills. Ability to work effectively with and supervise people of diverse personalities, cultures and communication styles. Ability to work with people who have limited English. Ability to organize time efficiently, prioritize tasks and perform tasks in a self-directed manner. Ability to cope with deadline pressures. Ability to work in a team environment.

Preferred Qualifications:

- Bachelor's degree in a related field

Supervisory Responsibility:

Supervise leasing staff

Physical Demands:

Constant – hearing or taking in auditory information, seeing (including small detail) or taking in visual information, and sitting. Frequent - Fine finger manipulation, talking, lifting and carrying up to 10 pounds, moving around the office and to off-site locations, driving (including use of vehicle controls and exposure to whole body vibrations, repetitive hand and arm motion, handling/grasping, pushing/pulling. Occasional - Lifting and carrying up to 30 pounds.

Community Roots Housing is an Equal Opportunity Employer. Candidates of color, LGBTQ candidates, women, candidates with disabilities and candidates of all religions and national origins are strongly encouraged to apply. Community Roots Housing is a “Ban the Box” employer. However, per Federal Department of Housing and Urban Development requirements, any candidate selected for this position must undergo a criminal history background check prior to employment.