

Community Manager

Job Description

Department: Property Management

FLSA Status: Exempt/Non-Exempt

Reports To: Regional Manager

Last Revised: April 2026

About the Position

The Community Manager oversees the daily operations, financial performance, and team leadership of multiple multifamily housing communities. This role ensures the property operates efficiently, maintains high economic occupancy, achieves budget goals, and provides an exceptional resident experience.

Position Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities:

Operations & Administration

- Oversee the day-to-day operations of the property in accordance with HUD regulations and company policies.
- Ensure compliance with all applicable federal, state, and local laws, including Fair Housing, ADA, and Equal Employment Opportunity.
- Maintain organized, accurate, and audit ready property records and files, both physical and digital.
- Conduct regular property inspections to ensure curb appeal, safety, and upkeep standards are met at all times.
- Communicate effectively with regional leadership, providing timely updates and recommendations.
- Coordinate with legal counsel and attend court proceedings as required; provide timely responses and complete supporting documentation for all court-related matters.

Financial Management

- Ensure all lease enforcement actions are handled in compliance with HUD regulations, Fair Housing, and company policy, including proper notice delivery, documentation, and timelines.
- Oversee eviction and court case workflow from start to resolution, including coordinating with attorneys, preparing and submitting required documentation, and maintaining accurate case records.
- Attend court proceedings as required (with legal representation, as applicable) and communicate outcomes, next steps, and resident account impacts to regional leadership.
- Monitor delinquency and compliance-related cases to reduce financial loss and support resident resolution options when appropriate (repayment agreements, move-out agreements, etc.), while maintaining consistent policy enforcement.
- Ensure all resident file notes, ledger documentation, notices, and legal correspondence are complete, accurate, and audit-ready.
- Prepare and manage annual property budgets, monitor monthly financial reports, and control operating expenses.
- Collect rents, enforce lease terms, and monitor delinquencies to ensure consistent cash flow.
- Approve and code invoices in line with company procedures.
- Assist with investor and ownership reporting as needed.
- Maintain accurate records in property management software and ensure data integrity.

Compliance & HUD Responsibilities

- Ensure and maintain compliance with HUD regulations, including TRACS, EIV, MOR, REAC, NSPIRE and other reporting requirements.
- Oversee resident certifications and recertifications (initial, annual, interim) in accordance with HUD Handbook 4350.3. Manage and process resident eligibility processes, including (e.g. annual/interim), income verification, and file documentation standards in advance of deadlines.
- Maintain knowledge of current HUD rules, updates, and notices affecting property operations.
- Work closely with compliance teams and auditors to maintain strong scores and correct findings promptly.
- Prepare for and support HUD/REAC inspections, management reviews, MOR's, and audits; correct findings promptly.
- Monitor compliance deadlines and coordinate with compliance specialists as needed.
- Responsible for all stages of a Notice of Infraction (NOI or DOB) to completion of documentation, correcting of issues, response to close out infraction timely.

Leasing & Marketing

- Maintain budgeted occupancy through proactive marketing and resident retention strategies.
- Oversee leasing activities including tours, application processing, eligibility determinations, and move-in/move-out procedures.
- Ensure all advertising and leasing materials comply with HUD and Fair Housing guidelines.
- Manage marketing, leasing, and waitlist processes in accordance with HUD and fair housing requirements.
- · Maintain occupancy goals while ensuring all admissions and transfers follow program rules.
- · Manage and maintain the property waitlist in accordance with HUD regulations and the Tenant Selection Plan (TSP)

Resident Relations

- Foster a positive community environment that promotes resident satisfaction and retention.
- Respond promptly and professionally to resident concerns, maintenance requests, and complaints.
- Coordinate resident engagement activities and maintain good communication with tenants.

Staff Supervision

- Recruit, train, and manage on-site staff, including leasing, maintenance, and administrative personnel.
- Conduct regular performance reviews and ensure team members meet performance expectations.
- Promote a positive and professional team culture aligned with company values.

Knowledge, Skills and Abilities:

- Excellent communication skills (written and verbal) with strong attention to detail.
- Strong interpersonal abilities with a proven capacity to collaborate effectively across diverse teams and stakeholders.
- Proactive, organized, and adaptable, with the ability to manage multiple priorities in a fast-paced environment.
- Demonstrated professionalism, ethics, and integrity in all aspects of work.
- Effective leadership and team development capabilities.
- Solid financial acumen with experience in strategic decision-making.

- Skilled in resident and client relationship management, ensuring high levels of satisfaction and engagement.
- Thorough understanding of regulatory compliance requirements and meticulous attention to detail.
- Strong problem-solving and conflict resolution skills with a focus on practical, effective outcomes.

Supervisory Responsibilities: This position directly supervises Assistant Managers, and other assigned staff at the property. Responsible for providing leadership, coaching, and performance evaluation to ensure property and staff success.

Qualifications:

- 3+ years of experience as a Community Manager or higher in multifamily housing, managing more than 1 property and/or 500+ units.
- Strong understanding of property management operations, budgeting, and financial reporting.
- Experience with affordable housing (LIHTC & HUD, or similar programs) required.
- Excellent communication, leadership, and organizational skills.
- Proficiency in property management software RealPage and Microsoft Office Suite.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

- Flexibility to travel to different locations as needed.
- Valid driver's license and insurance.
- Ability to work inside and outside in various weather conditions.

Attendance:

Position requires on-call status and flexibility to work any hours necessary to complete the job. Work schedules and location assignments are subject to change.

Employee Acknowledgment

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Redwood Communities believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of the company.