

SENIOR COMMUNITY MANAGER

University Student Housing, LLC, a non-profit organization that manages on-campus housing for West Chester University, is seeking an experienced **Senior Community Manager** for the property management functions of assigned communities including leasing, rent collection, front desk operations, all service functions, maintenance, and resident and campus relations. USH is a fast-paced, results-driven organization with a team-oriented atmosphere, working collaboratively to provide resident satisfaction.

Essential Job Functions:

- Responsible for all daily operations of assigned communities.
- Supervise the Leasing Advisor, Community Assistants and Desk Assistants assigned to the communities.
- Oversee leasing and occupancy management for assigned communities including rent collection, imparting fees allowable by lease and eviction process.
- Responsible for rent collection efforts and eviction process and maintaining the accuracy of student accounts within assigned communities.
- Oversee resident move-in and move-out. Implement and complete a successful turnover that ensures resident satisfaction.
- Responsible for recruitment, training, and supervision of Community Assistant and Desk Assistant staff including performance evaluations.
- Monitor and manage payroll expense to operate within budget.
- Monitor and ensure that the building is in excellent condition ensuring established maintenance schedule is followed including periodic inspections, completion of service requests and recommend capital improvements as needed.
- Oversee risk management and emergency procedures.
- Conduct periodic coordination meetings with Residence Life and Housing Services partners.
- Prepare budget for assigned communities by analyzing and evaluating financial statements, reviewing current and projected marketing information, and accessing operational reports that establish historic and predict performance patterns and controls expenditures by staying within the constraints of the approved budget.
- Manage property inventory and complete all annual inventory documentation.
- Promotes resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
- Ensures the property's maintenance team members comply with the Company's standards with respect to responding and completing resident service requests.
- Other duties as assigned by manager.

Requirements

- Bachelor's degree preferred or any equivalent combination of training and work experience, which provides the required knowledge, skills and ability.
- Must demonstrate a strong customer service focus to foster cooperative relationships both internally and externally.
- Effective oral and written communication skills.
- Ability to clearly communicate by email, phone, or in person to obtain and deliver detailed information.
- Ability to present complex information in a form that is easily understood by various audiences.
- Adept at handling sensitive and confidential information.
- Notice, interpret, anticipate other's concerns or feelings, and communicate this awareness

empathetically to others.

- Ability to assess a situation promptly, logically and systematically, anticipate the implications and consequences and take appropriate action.
- Proficiency in MS Office (Word, Excel and Outlook, Teams).
- Ability to learn and use new technology.

We are pleased to offer a competitive salary range of \$57,000 - \$60,000 commensurate with experience and ability and includes full benefit package such as paid time off, medical, dental and life insurance, and employer contribution to retirement plan. For details on available benefits, please refer to the Benefits Summary on our website www.wcufoundation.org/employment.

Please complete an application and submit a resume, letter of interest, salary requirements, and at least 3 references (including name, title, working relationship, phone number and email address) to our website at <https://ush.wufoo.com/forms/university-student-housing->

University Student Housing is an Equal Opportunity Employer. Applicants for positions are considered without regard to race, creed, color, country of origin, sex, age, citizenship, disability, sexual orientation or any other protected characteristics established by law.

