



## JOB DESCRIPTION: KA LA'I OLA ON-SITE ASSISTANT COMMUNITY MANAGER

### Position Classification:

Full Time  
Non-Exempt

### Position Reports to:

Senior Community Manager

### About HomeAid Hawaii

We are a fast-growing nonprofit developer focused exclusively on building housing solutions for homeless and people experiencing housing instability. Our value engineering through deeply discounted supplies and materials, and pro bono labor makes us a leader in developing deeply affordable housing solutions for the lowest AMI levels.

Currently, we are the lead developer for the State of Hawaii's Kauhale Initiative and Maui Wildfire Housing response. Our approach to development is rooted in balancing construction with community relations through outreach and community engagement.

Our mission is to help people experiencing homelessness, or who are at risk, build new lives through construction, community engagement, and education.

Our vision is that every resident has a safe and dignified home to grow and thrive in Hawaii.

### About Ka La'i Ola

Ka La'I Ola is a designated site for Hawaii's Interim Housing Program (HIHP) and will provide interim housing for 450 households from August 2024 through August 2029 (or a maximum of five years) for individuals and families impacted by the Maui Wildfires. As such, this property will be made available for program participants who are still seeking permanent housing.

The Assistant Community Manager is responsible for working directly with the Community Manager as pertains to leading the overall administration, compliance, and maintenance of the property.

### **Job Summary:**

The Assistant Community Manager plays a pivotal role in assisting the Senior Community Manager in overseeing the daily operations and management of Ka La'i Ola Village. This position supports the implementation of housing programs, ensures compliance with regulations, fosters positive resident relations, and maintains property standards.

### **RESPONSIBILITIES**

#### **COMPLIANCE**

- Ensure participant files and Rent Manager data are maintained in accordance with Compliance and Property Management policies and regulations.
- As needed, review, process and approve all participant notices pertaining to continued eligibility.
- Assist in maintaining property waiting list.

#### **PROPERTY OPERATIONS**

- Assist in the intake process for program participants and ensure all necessary documentation is completed.
- Assist with enforcing the property's house rules. Ensure that all appropriate notices are remitted to participants in a timely manner and are completed and served within the requirements set forth in the lease.



- Visually inspect grounds, buildings and apartment units on a regular basis between inspections.
  - Organize and schedules reservations of the shared community space calendar in Rent Manager.
  - Support the preparation of monthly reports and manage accounts receivable.
  - Support resident relations efforts and manage tenant-to-tenant issues and complaints.
  - Manage office supply inventory to ensure maintenance supplies are purchased in a timely manner and in accordance with the approved budget.
- Ensure work orders are processed in Rent Manager within established timelines.

## **FINANCIAL**

- Accurately account for and balance petty cash in accordance with company policies and procedures.
- Assist with preparing deposits for banking and posting participant payments into Rent Manager within timelines established by management.
- Assist in preparing deposits for banking and making daily bank runs.
- Assist with preparing management required month end reports.
- Assist with preparing annual budgets

## **HUMAN RESOURCES**

- Maintain positive relationships with internal departments.

## **COMMUNITY ENGAGEMENT**

- Collaborate with local service providers to deliver necessary services to program participants.
- Support positive relationships with local government agencies, social service providers, and community representatives.

## **CUSTOMER SERVICE**

- Respond to all program participant complaints in a timely and professional manner.
- Assist program participants always when requested.
- Create a community of caring and excitement.

## **GENERAL**

- Must attend Company sponsored events that relate to the development of the team, which, from time to time, may include travel and overnight stays at locations away from the employee's home.
- This position may require the availability to work some nights, weekends and occasional holidays based upon the needs of the community.
- Other duties as requested.

## **ESSENTIAL SKILLS:**

- Must have a strong work ethic and positive attitude.
- Ability to work with and understand people of all ethnic and family backgrounds.
- Clear understanding of housing and human services integration
- Must be organized and proficient at time management
- Proficient in English language in verbal and written communications
- Relate to others beyond giving and receiving instructions
- Handle high stress situations effectively
- The ability to both prioritize and delegate as needed
- Computer literacy in Microsoft Office platform, Microsoft Teams, Zoom and the Internet.



- Demonstrate initiative, personal awareness, professionalism, integrity and exercise confidentiality in all areas of performance.

#### **EXPERIENCE:**

- Minimum of a high school education or equivalent.
- Minimum one to three years working in a position with comparable responsibilities.
- Minimum one to two years working in a customer service environment.
- Basic math principles including the ability to work with a calculator.
- Rent Manager property management accounting software is preferred but not necessary.

#### **PHYSICAL REQUIREMENTS**

- 5-7 hours of sitting, reading and typing daily
- 1-3 hours of walking daily
- Operates Computer requiring the use of hands/fingers
- Occasional bending, reaching, kneeling and/or crouching
- Regular lifting of up to 30 pounds
- Occasional Climbing of Stairs
- Specific vision requirements include close vision, distance vision and color vision.
- Specific audio/verbal abilities include communication with participants, employees, vendors and owners both in person and via telephone.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures as well as hurricanes or tropical storms. The noise level in the work environment is moderate unless there is construction making the noise level high.

#### **ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION**

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

*This job description should not be considered as a detailed description of all the work requirements of the position and is subject to change based on the needs of the organization.*

Salary: \$41,600 - \$45,760 annually; 40 hr work week