



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

Position Classification:

Full Time
Salary/Exempt

Position Reports to:

Property Manager

Position Supervises:

Assistant Community Manager
Maintenance Supervisor
Maintenance Technician (As needed)
Housing Navigator or similar
Social Services Coordinator or similar

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 Village

Ka La'i Ola Village 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 Community Manager is responsible for the overall supervision, administration, compliance, and maintenance of Ka La'i Ola Village. The Community Manager may live onsite at this property. This position directs and controls all personnel on site and physical resources necessary to operate all aspects of the property. You will receive an apartment, free of rent, and are required to live on-site at that property for the duration of your employment.

RESPONSIBILITIES

LEADERSHIP, ADMINISTRATION, OVERSIGHT

- Oversee the duties of vendors, office staff and maintenance staff.
- Lead property meetings, interface with Disaster Case Managers, partnering agencies, and other program staff.
- Create and serve incident reports, warnings, and notices for program agreement violations. Notices must be sent to the supervisor for review and approval.
- Provide back up and support for occupancy specialist and assistant community manager.

COMPLIANCE



- Ensure participant files and Rent Manager data are maintained in an organized, neat, and readily accessible format.
- Compliance and understanding of Fair Housing Laws.
- As needed, review, process and approve all participant notices pertaining to continued eligibility.
- Maintain property waiting list.

PROPERTY OPERATIONS

- Complete the intake of each program participant and ensure the signatures for program agreements and all other necessary program participant documents.
- Perform the management of occupied units. Participate in resident relations issues involving tenant-to-tenant problems and complaints.
- Enforce 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 Program Agreement.
- Manage the administration, improvement, and general operations of Ka La'i Ola Village.
- Visually inspect grounds, buildings, and apartment units on a regular basis between inspections and communicate with maintenance department to resolve unsatisfactory conditions.
- 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 entered and processed in Rent Manager within established timelines.
- Communicate with maintenance department for all work orders, turnovers, and regular maintenance property needs.
- Oversight and monitoring of reservations on the shared community space calendar in Rent Manager.
- Be on-call for any onsite emergency and support the property staff team with handling after-hour maintenance emergencies.

FINANCIAL

- Accurately account for and balance petty cash in accordance with company policies and procedures.
- Prepare deposits for banking and post participant payments to Rent Manager within timelines established by management.
- Prepare management required month end reports.
- Manage account receivables and ensure past participant balance due receivables are turned over to collection agencies.
- Keeps participant ledgers accurate and works diligently with accounting to resolve any errors.
- Prepare annual budgets to be sent to supervisor for review and approval.

HUMAN RESOURCES

- Interview, onboard, and perform or recommend professional on-going training of assigned property staff.
- Organize and oversee the schedules and work of assigned property staff.
- Conduct performance evaluations that are timely and constructive.
- Handle discipline of employees as needed and in accordance with company policy.
- Maintain accurate payroll records as required by the company. Review employee timecards on due date as well as commissions and/or bonus incentives; approve for payment within Payroll department deadlines.
- Maintain positive relationships with internal departments.
- Set goals and metrics with accountable strategies.
- Create a community of caring and excitement that is contagious for our participants and noticeable to the community at large.

PARTICIPANT PROGRAMS



- Design, implement and manage appropriate participant programs and is responsible for their on-going success.
- Collaborate closely with local providers who will be utilizing space at the property to provide services to program participants.
- Work closely with the Disaster Case Management Program who will support the continued eligibility of program participants.

COMMUNITY RELATIONS

- Manage ongoing positive relationships with all City, County, and State staff and other local representatives and social service providers.

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.
- Model the Mission, Vision and Values of HomeAid Hawaii.
- Note that other duties outlined in any other positions the Community Manager supervises may have to be done by the Community Manager based on the staffing needs and size of the community.
- Must be available to work nights, weekends and holidays based upon the needs of the community.
- Demonstrate initiative, personal awareness, professionalism, integrity and exercise confidentiality in all areas of performance.
- 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.
- 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.
- Ability to build external relationships while positively promoting the organization.
- Clear understanding of housing and human services integration
- Demonstrated skills, talents and experience working in low-income residential settings with an understanding of homeless and low-income programs.
- Must be organized and proficient at time management.
- Proficient in verbal and written communications
- Relate to others beyond giving and receiving instructions.
- Manage high stress situations effectively.
- Exhibit strong leadership skills.
- Ability to exercise good judgement and self-control.
- Ability and willingness to learn new skills in a rapidly changing environment.
- 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 previous community management experience at the community manager level preferred.
- Previous experience must include management responsibility for 100 or more units preferred.



- Minimum two years working in a customer service environment.
- Minimum three years' Supervisory experience.
- Some maintenance knowledge preferred.

REQUIREMENT

- Living on-site is a requirement of employment.

PHYSICAL REQUIREMENTS

- Ability to sit at a desk and use a computer for extended periods of time
- 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.
- Ability to work in varying weather conditions.
- 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: \$65,500 - \$72,000 annually based on experience; 40 hr work week, with emergency on call responsibilities. Position includes a 2-bedroom unit, must live onsite.