



JOB OPPORTUNITY

Job Title: Neighborhood Impact Manager

Reports to: Chief Operating Officer

Summary

The Neighborhood Impact Manager is responsible for providing the overall supervision of the community associations. The Neighborhood Impact Manager interacts with internal and external customers including management companies, homeowners, vendors, staff, board members and committee members.

Core Responsibilities:

- Supervise the operation and administration of each association in partnership with the association's management company and in accordance the association's policies and procedures.
- Acts as the primary liaison with each association's management company, their Board of Directors and homeowners as needed.
- Perform/Direct administrative and management duties as requested by the management company or Board of Directors.
- Work with management company to ensure each association's community management tools are being effectively developed and utilized such as annual calendar, action item list, resolution worksheets, timed agendas, RFP matrixes, committee charters, procurement procedures, FY operating budget, etc.
- Provide and/or oversee recommendations to the management company, association Board of Directors and committees regarding major capital expenditures as required to maintain the desired community appearance and operation.
- Attend Board meetings and community events as needed.
- Assist management company and Board of Directors/ARB with architectural review process and/or routine inspections, as necessary.
- Manage and perform necessary actions to establish/create new associations in new Habitat neighborhoods.
- Create and monitor Quality of Life Framework for each Habitat neighborhood in coordination with Habitat leadership.
- Manage the day-to-day activities of Habitat's home preservation programs.
- Manage the day-to-day activities of Habitat's rental units and their transition into Habitat's homeownership program.

Knowledge and Skills

- Knowledge of Microsoft Office products (Word, Excel, Outlook, etc.) at a proficient level
- Knowledge of communities/property/real estate and homeowners associations

- Knowledge of the role of the management company and the association board, and how those roles interface with the requests of homeowners
- Knowledge of Florida's landlord/tenant laws
- Knowledge of typical business correspondence (grammar, structure, punctuation, spelling, etc.) at a proficient level
- Knowledge of conflict resolution techniques at a proficient level

Competencies

- Professional communication skills (phone, interpersonal, written, verbal, etc.)
Strong organizational and teamwork skills
- Excellent interpersonal and communication skills
- Ability to learn quickly and follow processes and procedures
- Must have time management and time critical prioritization skills
- Must understand the challenges facing low-income families
- Must have ability to maintain professional, unbiased, and equitable attitude
- Must have understanding and appreciation of the mission of Habitat for Humanity

Education and Experience

- HS Diploma or GED Equivalent Required
- Associates Degree Preferred
- 2 – 3 years of Community Association experience

Travel Requirements

- Local Travel required

Physical Requirements

- Regularly spend hours sitting and using office equipment and computers
- Regularly spend hours standing
- Regularly work on repetitive tasks
- Regularly see details of objects that are less than a few feet away
- Regularly speak clearly so listeners can understand
- Frequently bend to file and maintain files
- Regularly lift 5-20 pounds

Work Environment and Conditions:

- Some days working in an office setting
- Some days traveling to neighborhoods and/or offsite meetings

Other Duties

Please note this position description is designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the associate for this job. Duties, responsibilities and activities may change at any time with or without notice.

Habitat for Humanity of Lee & Hendy Counties is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

Posted April 13, 2021

Please apply to Human Resources by April 23, 2021.