Job Title: Community Representative
Department: Asset Management
Reports To: Resident Manager Manager
Position Classification: Variable Hour
Approved Date: March 2024

Position Summary:
The Community Representative works onsite and is responsible for overseeing the daily operations at The Edge apartments. This Community Representative will work closely with the Housing Coordinator on move-in’s, move outs, re-certifications, inspections, and any other duties as needed. It is the responsibility of the Community Representative to ensure that the property, including the clubhouse, laundry room(s) and other community spaces are clean and well maintained. The Community Representative will function as a liaison between residents and Loveland Housing Authority (LHA). All Community Representative’s will report to the RM Manager. This is a part-time position with a flexible schedule.

Essential Job Duties/Responsibilities:

• Provide appropriate and timely on-site, in person and on-call phone coverage M-F 8am – 5pm for resident needs and emergency situations requiring staff response.
• Mandatory Office/on-site hours___/ week.
• On-call/available for residents/LHA staff to contact M-F during the hours of 8am to 5pm.
• Upon receipt of re-certification list, the Community Representative will schedule and conduct interviews, if needed, and inspections with each resident listed, ensuring residents sign appropriate documents and submit them to the Housing Coordinator within 3 business days. They work closely with the Housing Coordinator to ensure prompt submission of all materials, for which verifications are needed, and any problems encountered. Report all unscheduled recertifications by the 10th of each month to the Housing Coordinator. Must report all suspicious re-certification/verification materials to the Housing Coordinator.
• Conduct annual, move-in and move-out inspections with residents, document existing, resident caused damage and key distributions. Obtain the necessary signatures and submit a copy of the inspections to the Housing Coordinator within one week.
• Enforce LHA house rules in a firm, fair, and consistent manner. This may include providing verbal and written warnings, posting notices, or possibly attending court proceedings. Works with local emergency agencies such as police, ambulance, fire department and Social Services. File reports as needed. Promptly report any problems to the Housing Coordinator and RM Manager.
• Responsible for submitting work order requests from residents, first investigating the situation, and reporting all work orders to the Maintenance Department within 24 hours.
• Responsible for common area grounds including trash pick-up, common area cleaning including dumpster enclosures, picking up cigarette butts, dog waste, and sweeping of walks/gutters, etc. Community Representatives are strongly encouraged to engage residents as needed to assist with property clean-up.
• Assist in maintaining a safe community for our residents during inclement weather. This may include some snow removal on sidewalks & laying down ice melt.
• Must attend all Resident Manager meetings either in person or on Zoom as well as special events required by LHA Management.
• The Community Representative collaborates with Aspire to plan and implement appropriate events, activities, as well as supporting engagement with community agencies to provide opportunities for residents.

• The Community Representative’s must provide friendly, courteous, and effective communication to all residents in the community. If communication deteriorates, immediate communication with the Housing Coordinator or RM Manager/Housing Supervisor for crisis intervention is required.

• The Community Representative’s must respond to resident concerns within a 24-hour period, even if no action will be taken.

• Keep accurate records of resident phone numbers, emergency contact numbers, family documentation, etc. Also responsible for accurate and timely written documentation of all concerns, problems and issues concerning residents complete with dates and time for submission to the Housing Coordinator, RM Manager and/or Housing Supervisor.

• The Community Representative will distribute flyers, memos, posts official notices, etc. as requested by the Housing Coordinator/ Maintenance and/or Management Team.

• May perform work in various locations and outside standard working schedule as needed.

**Knowledge, Skills, and Abilities:**

The Community Representative is a key public figure for LHA and must display a positive, professional attitude and a commitment to organizational goals. The ability to interact and establish working relationships with a diverse population of residents, LHA staff, other professionals, outside agencies, and community members is required. Must be able to communicate professionally via email, text, and phone. Must demonstrate effective conflict resolutions skills with a high degree of tact and diplomacy. Community Representatives must stay well informed of current housing trends and of the resources available to participate in developing effective and resourceful solutions to resident and community challenges.

Community Representatives must be proficient with technology, including operating LHA computer systems and software, Microsoft Office Suite (Outlook, Word, Excel, etc.), cell phone, etc. In addition to being knowledgeable on basic office practices. Community Representatives are required to attend at least one Fair Housing training course per year, paid for by LHA. Basic compliance course dependent on regulatory requirements of the property will also be required during the on-boarding process, paid for by LHA. Other training courses are encouraged, but not required. Must be receptive to new ideas and show an eagerness/capacity to learn new technology.

**Organizational Competencies:**

Teamwork  Responsiveness  Integrity  Confidentiality  
Collaboration  Attention to detail  Active listening  Professionalism  Organizational skills  Trust  
Innovation  Problem solving skills  Positive attitude  

**Driver’s License and Background Check:**

• Must possess and maintain a valid Colorado Driver’s License with acceptable driving record (no major violations within the past three years) and be insurable through Loveland Housing Authority insurance carriers.

• Acceptable criminal history and motor vehicle background check is required.

**Education and/or Experience:**

• High School Diploma or GED required.
• Housing experience preferred, but not required.
• Candidates must be in good standing with LHA, if applicable.
• Previous education or experience in social services, property management, family studies, mental health/substance abuse treatment, or human rehabilitation is highly desired.

**Working Environment:**

Work is generally performed in an office environment that may require sitting for extended periods of time, repetitive keyboard motion, reaching, bending, and kneeling. Light physical effort may be required by moving and positioning objects up to 20 pounds occasionally and/or 10 pounds frequently. Occasionally work will be performed in the field, which may include navigating properties and inclement weather. Work is generally completed during normal office hours but may occasionally include evenings and weekends.

This position description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this role.