

Community Manager

Job Summary

The Community Manager is a dynamic leadership role central to the success of our residential community. Reporting to the Regional Property Manager, the Community Manager oversees the day-to-day operation, including on-site leasing activity, resident services, staff performance, and the overall resident experience. This individual serves as the primary liaison for the community—leading with professionalism, strategic insight, and an unwavering commitment to excellence.

Key Responsibilities

- Oversee daily operations, ensuring policies, procedures, and service standards are consistently upheld.
- Lead the Residential Services Coordinator and Concierge teams, ensuring consistent service standards and operational excellence.
- Foster a positive, collaborative culture while providing ongoing training, mentorship, and clear performance expectations.
- Supervise the on-site Leasing Team, including scheduling, coverage coordination, coaching, and performance management in partnership with HR.
- Generate leases and ensure accuracy of all lease documentation and related processes.
- Maintain all leasing reports, including Vacancy Lists, MRI reports, Traffic Reports, and Competitor Pricing Reports.
- Provide regular updates to management through meetings, reporting, and performance analysis.
- Advise leadership on leasing performance, revenue opportunities, and strategic pricing.
- Forecast leasing needs proactively, including occupancy trends, pricing strategies, specials, and competitive landscape.
- Visit and evaluate nearby communities to stay informed of market trends and competitive offerings.
- Lead all resident relations efforts—address concerns promptly, resolve complex issues, and ensure community policies are upheld with fairness and professionalism.
- Oversee resident amenities and ensure they remain well-maintained, welcoming, and consistent with the property's brand standards.
- Plan and execute monthly resident events in partnership with internal departments.
- Monitor and encourage online reviews, track satisfaction metrics, and identify opportunities to enhance the resident experience.
- Manage community advertising initiatives, digital marketing, and social media presence.
- Ensure the community's brand is represented consistently across all channels.
- Serve as the primary point of communication for residents and internal stakeholders.
- Maintain a critical eye on curb appeal and property presentation, including landscaping, common areas, and amenities.
- Work collaboratively with the Maintenance Supervisor and Regional Property Manager to understand building systems, address recurring issues, and ensure timely resolution.
- Lead improvements when needed to maintain the highest standards of community appearance and functionality.

Skills & Qualifications

- Previous community management experience required, preferably within luxury or Class A communities.
- A proactive, “go-getter” mindset with strong leadership capability.
- Poised, polished, and professional communication style.
- Exceptional written and verbal communication skills.
- Real Estate License is a plus.