

Position Title:	Assistant Community Manager	Employment Status/Location:	Full-time, On-site Winson-Salem
Reports To:	Community Manager	Education Requirement:	Associates degree, or related experience
Pay Rate:	\$20.00-23.00/hr	Additional Education/Certification:	See below

SUMMARY

The Assistant Community Manager supports the Community Manager in the day-to-day operations, leasing, compliance coordination, and resident relations for a portfolio of approximately 150 affordable housing units, including LIHTC and HUD-assisted properties.

This role serves as a key operational partner and is expected to independently manage site responsibilities in the absence of the Community Manager. The Assistant Community Manager ensures strong customer service, accurate compliance support, and consistent operational execution that contributes to stable, high-performing communities aligned with ANCHOR's mission.

DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform the following duties:

Property Operations & Site Support

- Support daily operations across assigned properties, including scattered or multi-site locations
- Independently manage site responsibilities when the Community Manager is off-site
- Maintain organized, professional office environments and consistent service standards
- Conduct routine property walks and identify operational or safety concerns
- Ensure adherence to company policies and procedures

Leasing, Occupancy & Resident Relations

- Assist with leasing activities including marketing, applicant screening, eligibility review, and move-in coordination
- Maintain accurate and up-to-date waitlists in accordance with regulatory requirements
- Respond to resident inquiries and concerns in a timely, professional, and solutions-oriented manner
- Support lease enforcement and documentation of violations
- Promote a respectful, safe, and resident-centered community environment

Compliance Coordination & File Management

- Coordinate with compliance staff and third-party providers to support certifications and recertifications
- Maintain complete and accurate tenant files, including document collection, uploads, and organization
- Ensure all required documentation is prepared for audits, file reviews, and inspections
- Identify discrepancies or missing information and escalate appropriately

Financial & Administrative Support

- Assist with rent collection processes, including follow-up on delinquencies
- Support preparation of reports, data entry, and financial tracking in property management systems
- Process invoices, receipts, and documentation in alignment with company procedures



- Maintain accuracy in all systems, including ResMan and other reporting tools

Maintenance Coordination & Inspections

- Coordinate with maintenance staff on work orders, unit readiness, and service requests
- Assist with unit inspections, including move-in/move-out and preventative maintenance checks
- Document inspection findings and ensure timely follow-up
- Monitor property conditions and escalate urgent issues

Resident Experience & Community Stability

- Uphold ANCHOR's standards for customer service and resident engagement
- Observe and communicate resident trends, concerns, or potential risks to community stability
- Support a trauma-informed, respectful approach to resident interactions
- Partner with Service Coordinators as needed to support resident needs

Office Coverage & Team Support

- Maintain consistent office hours, including participation in alternating Saturday schedules
- Ensure reliable office coverage and continuity of operations
- Support the Community Manager with operational priorities and special projects
- Perform additional duties as assigned

BEHAVIORAL COMPETENCIES

Reliability & Accountability: Follows through on tasks and responsibilities consistently

Communication: Communicates clearly, professionally, and effectively with residents and team members

Problem Solving: Identifies issues early and escalates or resolves appropriately

Adaptability: Adjusts to changing priorities and multi-site demands

Resident Focus: Demonstrates empathy and professionalism in all interactions

Team Orientation: Supports team goals and contributes to a collaborative work environment

EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- High school diploma required; associate or bachelor's degree preferred
- 2–4 years of property management, leasing, or administrative experience required
- Affordable housing experience (LIHTC, HUD, Section 8) strongly preferred
- Experience working in multi-site or high-volume environments preferred
- Certifications (Preferred or Required Within 12 Months)
 - LIHTC Certification (e.g., HCCP, C3P, or equivalent) preferred
 - HUD Occupancy or Leasing Certification (e.g., COS) preferred

TECHNICAL SKILLS

- Working knowledge of affordable housing compliance requirements
- Strong organizational and documentation skills with attention to detail
- Proficiency in property management software (e.g., ResMan) and Microsoft Office Suite

PHYSICAL DEMANDS



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

- Regular travel between multiple property sites required
- Ability to walk properties, including stairs and exterior grounds
- Must be able to work independently across locations
- Alternating Saturday office hours may be required

TO APPLY

Please send resume and letter of interest to jobs@anchornc.org

