



Job Description

Position Title: Property Management Associate

Campus: Golda Meir, Newton, MA

Reports To: Executive Director

Compensation: Non-exempt, Full-time, \$19.50-\$21.64/hour

BACKGROUND

2Life Communities provides superior housing to older adults of all backgrounds who can thrive independently within a supportive environment. We are a mission-driven organization with a vision whereby all older adults have the opportunity to ***age in community*** – to live a full life of connection and purpose in a dynamic and supportive environment. We are continually evolving support services to meet the needs of our diverse residents as they age. We offer care coordination, service coordination, and a wide array of wellness, cultural, and other activities. We partner with health care providers to identify innovative ways to support residents' health and well-being, and we engage with the broader community through our Village Center program.

2Life owns and operates over 1,300 units of affordable rental housing located within six campuses in metropolitan Boston. With another 210 apartments under construction and more in planning, we expect to add another 600-700 units within the next several years as we complete projects in operational planning and construction phases. We continue to pursue other development opportunities. We anticipate continued growth in the size of our portfolio, the geography in which we operate, and the diversity of our residents in terms of race, ethnicity, income levels, and need for supportive services.

The **Property Management Associate** position is the essential link between a culturally and linguistically diverse community's property management and services team. This resident-facing position will focus on occupancy and leasing activities and provide administrative support to the other functions across the site.

Here at 2Life, we also offer a very rich benefit plan which for individuals adds 27% on top of the base pay and over 30% for employee +1 and families. Our rewards program includes but not limited to:

- *Robust medical and dental plan*
- *Vision*
- *Employer-paid life and AD&D, STD, and LTD insurance*
- *401(k) plan*
- *Paid vacation*
- *Paid holidays*
- *2 floating holidays*
- *And more!*

ESSENTIAL JOB FUNCTIONS

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- Support Occupancy Specialist II with HUD and Tax Credit Program file preparation that is time-sensitive work and highly detailed, specific, and subject to annual audits. File and scan all completed certifications.
- Calculate rent and conduct annual income recertifications, interim certifications, and new move-ins independently
- Contact applicants from waitlists per Tenant Selection Plan, set up and conduct interviews and tours, and conduct initial certification for leasing
- Communication liaison responsible for getting essential and timely information out to all residents, including writing building-wide resident notices, obtaining necessary translations, and distributing
- Track corporate credit card receipts for monthly accounting review and troubleshoot issues (missing receipts, etc.). Reconcile with general ledger monthly and identify any questionable charges.
- Maintain resident meal program accounts, including troubleshooting discrepancies and related resident issues
- Communicate with vendors and assist at programs, activities, and other events
- Follow up with residents about programs and meetings
- Assist with minor resident related issues and problem-solving, ensuring to follow through to resolution, including connecting them with appropriate staff following resident-centricity principles
- Administrative tasks related to construction and other projects
- Create organizational tools to facilitate internal processes (spreadsheets, charts, communication vehicles). Identify gaps and follow up as needed.
- Provide general technology, administrative, and office support, including but not limited to photocopying, collating, faxing, scanning, and distributing
- Purchase and maintain organization and inventory of all office supplies

OTHER DUTIES AND RESPONSIBILITIES

- Provide backup support to Front Desk Ambassador, including identifying gaps in coverage
- Provide technical support to other staff
- Other administrative duties as needed
- Editor and publisher of monthly Golda newsletter for residents; includes collecting articles from staff, organizing and formatting in Publisher or Canva, copying and distributing

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES

- Minimum 3 years administrative experience working independently in an interactive, team environment
- Fluent in English, spoken and written. Bilingual (Russian or Mandarin and Cantonese) preferred
- Requires Occupancy Specialist certification; 2Life will provide training
- Tech-savvy; advanced computer skills using Microsoft Office Suite, Google Drive, and database systems
- Proactive and goal-driven; self-starter
- Highly organized and detail-oriented
- Ability to establish efficient processes and systems to support their work and the work of the team
- Excellent customer service and communication skills, including follow-through
- Able to work well collaboratively with a team and independently
- Comfortable with a diverse population of older adults in residential setting; previous experience preferred

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Qualified candidates are strongly encouraged to apply [here](#)

2Life Communities is an Equal Opportunity Employer. We are committed to inclusive excellence and strives to create the finest affordable housing in the world through the collaboration of diverse, talented individuals. We encourage women, people of color, and applicants from the LGBTQIA+ community to apply.

The above statements intend to describe the general nature and level of work performed by people assigned to do this job. The above does not intend to be an exhaustive list of all responsibilities and duties required.

We desire to build and cultivate an inclusive environment that brings together a diverse workforce with unique experiences, backgrounds, talents, and perspectives.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

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