

# Northwest Oregon Housing Authority

## Job Posting

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### Assistant Community Manager – Full-Time

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| <b>Worksite Location:</b>    | Astoria, OR 97103                                          |
| <b>Work Schedule:</b>        | Full-Time   Monday–Friday, 8:00 AM – 5:00 PM (40 hrs/week) |
| <b>Pay:</b>                  | \$20.00–\$24.00/hr DOE                                     |
| <b>Reports to:</b>           | Community Manager                                          |
| <b>Application Deadline:</b> | Open until filled                                          |
| <b>Weekly Hours:</b>         | 40 hours                                                   |

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#### About Northwest Oregon Housing Authority

The Northwest Oregon Housing Authority (NOHA) is the housing authority for Columbia, Clatsop, and Tillamook Counties, located on the picturesque Oregon North Coast. Our mission-driven team is committed to helping and supporting those with limited financial means. In addition to administering 1,235 Housing Choice Vouchers, NOHA owns or has a partnership interest in more than 700 units in 15 apartment communities across three counties. We take pride in providing safe, well-maintained homes for our residents.

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#### Who Are We Looking For?

We are looking for a mission-driven, organized, and people-focused individual who is ready to grow a meaningful career in affordable housing property management. As an Assistant Community Manager, you will work alongside the Community Manager to oversee day-to-day operations across NOHA's scattered-site portfolio — which includes HUD, Rural Development, Tax Credit, market-rate, and program-driven properties. This role is central to keeping our communities thriving: achieving NOHA's occupancy, leasing, delinquency, and operational performance goals; supporting residents through every stage of the leasing lifecycle; ensuring regulatory compliance; and contributing to the financial health and integrity of every property we manage.

This position routinely involves access to confidential resident information — including financial records, medical and disability documentation, criminal history, and other sensitive personal data. The successful candidate will handle all such information with the highest level of professionalism, discretion, and respect for resident privacy.

Equally important to us is the kind of colleague you are. NOHA is a small, mission-driven organization where a cooperative, can-do spirit is not just appreciated — it is essential. We are looking for someone who communicates openly and honestly, treats residents and coworkers with patience and respect, approaches challenges with professionalism and good faith, and actively contributes to a positive and supportive workplace. We believe that a great team culture makes us better at serving the people who depend on us. If that sounds like you, we encourage you to apply.

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## **Job Functions**

### **Leasing & Occupancy**

- Assist the Community Manager in overseeing all aspects of NOHA's scattered-site portfolio, including HUD, Rural Development, Tax Credit, market-rate, and program-driven properties, to ensure each community operates at the highest possible standard.
- Assist management in achieving NOHA's established occupancy, leasing, delinquency, and operational performance goals; drive down vacancy through continuous outreach, advertising, and marketing efforts consistent with NOHA's Affirmative Fair Housing Marketing Plan; and maintain high occupancy while adhering to all Equal Housing Opportunity requirements.
- Show available units to prospective residents; accept and process applications; screen applicants by verifying and certifying income and eligibility at initial occupancy, interim reviews, and annual recertifications — accurately and within applicable regulatory deadlines — in accordance with applicable program requirements and NOHA policies.
- Conduct resident move-in and move-out processes, including all required paperwork, unit condition documentation, and utility transfer coordination.
- Maintain and update property waitlists and waitlist files, including files for removed or rejected applicants, in compliance with program and NOHA requirements.
- Understand lease agreements and residency policies thoroughly and be able to explain them clearly and respectfully to residents.
- Transfer over-housed or under-housed residents to appropriately sized units in accordance with program guidelines.

### **Rent Collection & Financial Administration**

- Complete the monthly rent collection process; ensure accurate accounting of all monies collected; make bank deposits in a timely manner; log and collect late charges, NSF fees, and other applicable charges; maintain delinquency at or below NOHA's established performance benchmarks.
- Collect delinquent accounts according to legal guidelines; communicate with management to ensure accuracy of the rent roll and accounts receivable.
- Deliver rent increase notices to residents in accordance with applicable notice requirements and program rules.
- Maintain petty cash and ensure proper documentation and reconciliation in accordance with NOHA financial procedures.
- Assist in preparing annual budget recommendations for review by the Community Manager.
- Process and input vendor invoices and purchase orders into the property management system as directed.

### **Lease Compliance & Resident Relations**

- Demonstrate an unwavering commitment to Equal Housing Opportunity in every resident interaction, leasing decision, and business practice; enforce house rules and community standards consistently and in accordance with Fair Housing requirements and NOHA policies; maintain familiarity with residents and their household composition.
- Assist the Community Manager with lease enforcement; serve appropriate notices in compliance with Oregon landlord-tenant law and NOHA policy; assist with the eviction process when necessary, including preparation and service of required legal notices.
- Promote harmonious relations among residents, staff, owners, and the broader community; maintain a helpful, professional, and approachable manner at all times.
- Respond to resident inquiries, concerns, and service requests in a timely, courteous, and professional manner, consistently meeting NOHA's resident service standards.
- Notify residents of rental assistance programs and eligibility changes as directed by NOHA.

- Establish and maintain collaborative, respectful working relationships with residents, coworkers, vendors, and community partners; constantly strive for improvements in work processes and resident outcomes.

### **Maintenance Coordination**

- Coordinate maintenance requests and work orders; communicate resident service needs to maintenance staff and track resolution to ensure timely completion within NOHA's established response standards.
- Assist the Community Manager with vendor and purchasing coordination; obtain required approvals and follow NOHA purchasing procedures.
- Regularly inspect property grounds, common areas, and vacant units; report deficiencies, safety concerns, or lease violations to the Community Manager promptly.
- Assist in preparing properties for inspections by HUD, investors, lenders, insurance carriers, local agencies, and other regulatory entities; support compliance with HUD NSPIRE standards and applicable housing quality requirements; contribute to achieving successful regulatory inspection outcomes.

### **Records, Reporting & Compliance**

- Maintain complete, accurate, well-organized, and audit-ready resident files capable of withstanding review by HUD, Oregon Housing and Community Services (OHCS), LIHTC investors, lenders, auditors, and internal quality control processes; keep an adequate supply of required forms on hand at all times.
- Complete and submit timely weekly and monthly reports; maintain neat, legible, and audit-ready records at all times.
- Ensure that required notices and posters are displayed in the office, including "Equal Housing Opportunity" and applicable labor and program posters.
- Ensure compliance with all applicable federal, state, and local laws and regulations, including Fair Housing, Oregon Landlord-Tenant Law, HUD requirements, Rural Development guidelines, Tax Credit compliance, and OSHA standards.
- Handle all resident, property, and organizational information with strict confidentiality; exercise professional discretion in managing sensitive records including financial data, medical and disability documentation, criminal history, and other protected personal information.
- Accurately record time worked in accordance with NOHA timekeeping guidelines.
- Make recommendations to management for improvements in policies, procedures, and operational practices.
- Regular travel throughout our service area is an essential function of this position; travel is also required for in-person training sessions, conferences, and regulatory education.
- Participate in emergency response activities as assigned, including severe weather events, property emergencies, disaster recovery efforts, business continuity operations, and after-hours situations.

The duties listed above are representative of the work performed in this position and are not intended to be an exhaustive list. The Assistant Community Manager may be asked to assist with additional tasks reasonably related to the scope of this classification and the operational needs of the agency. Other duties as assigned.

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### **Skills and Competencies**

- Strong commitment to NOHA's mission of providing quality housing for those with limited financial means; a positive, team-first attitude and genuine collegiality
- Unwavering commitment to Equal Housing Opportunity; ability to apply Fair Housing principles consistently and without exception in every leasing decision, resident interaction, and business

practice; working knowledge of Oregon Landlord-Tenant Law and applicable affordable housing program requirements (HUD, Rural Development, Tax Credit)

- Excellent customer service skills; ability to engage residents, applicants, and the public with patience, professionalism, and cultural sensitivity; demonstrated commitment to resident service excellence
- Strong organizational skills, attention to detail, and ability to manage multiple projects and deadlines simultaneously; demonstrated ability to produce and maintain accurate, audit-ready work product
- Good verbal, written, and interpersonal communication skills; ability to explain lease terms, program requirements, and policies clearly to residents and stakeholders
- Proficiency with Microsoft 365 (Outlook, Teams, Word, Excel) required; experience with affordable housing property management software preferred — examples include Yardi Voyager, Entrata, PHA-Web, TenantTech, or similar platforms; ability to learn new software systems quickly and adapt to changes in technology
- Basic math skills: ability to add, subtract, multiply, divide, compute percentages, and work with decimals and fractions for rent calculations, deposits, and accounting tasks
- Exercises sound independent judgment in day-to-day operations; recognizes when issues require escalation to or consultation with the Community Manager; ability to solve practical problems and prioritize competing tasks in a fast-paced environment
- Demonstrates initiative, reliability, accountability, and the ability to manage competing priorities in a fast-paced environment while maintaining accuracy and professionalism
- Willingness to learn and complete company training requirements within required timeframes; openness to professional growth and ongoing development
- Commitment to maintaining collaborative, respectful working relationships with colleagues, residents, vendors, and community partners; actively contributes to a positive team culture
- Maintains strict confidentiality and exercises professional discretion in handling sensitive resident information, including financial records, medical and disability documentation, criminal history, and other protected personal data

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## Education and Experience

- High school diploma or GED required; some college or post-secondary coursework preferred
- Minimum of one (1) year of experience in residential property management, leasing, or a related field preferred; two (2) or more years of customer service experience required
- Affordable housing experience (HUD, Rural Development, Tax Credit) strongly preferred
- Valid Oregon driver's license, proof of current auto insurance, and a clean driving record required; regular travel throughout Columbia, Clatsop, and Tillamook Counties is an essential function of this position
- Ability to regularly sit, stand, walk, and use hands and arms; occasionally lift and/or move up to 25 pounds

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## 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.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk and listen and must regularly stand and walk

- Specific vision abilities required by this job include:
- Close vision (clear vision at 20 inches or less)

- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- The employee may occasionally lift up to 25 lbs.
- The person having this position may have to sit for 3-5 hours, stand and/or walk for 3-5 hours, push for up to 1 hour, kneel up to 0.5 hour, bend up to 1 hour, balance up to 0.5 hour, squat up to 0.5 hour, reach and stretch for up to 1 hour per day

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## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate, similar to that of a busy office OR The noise level in the work environment is usually moderate and occasionally heavy as would be expected in a production setting
- The employee will occasionally be outside in all weather conditions for short periods of time
- Exposure to production area and appliances/chemicals that are capable of causing personal injury
- Performing manual labor in an area that is: (temperature regulated, Hot, Cold, etc.)

## Benefits

- Generous paid time off
- Excellent Medical, Dental, Vision, Life, and Long-Term Disability coverage
- 457 deferred compensation plan
- Training and professional development opportunities
- Employee Assistance Program
- Flexible work schedule to encourage work-life balance
- As a public employer, our team members may be eligible for Public Service Loan Forgiveness

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A skills assessment will be conducted prior to extending an offer. A pre-employment background check is required for all final candidates.

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## Interested?

To apply, submit your cover letter and resume on Indeed by clicking (or hold down ctrl key then click) [HERE](#).

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## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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## Equal Opportunity Employer

We are an Equal Opportunity Employer and an Equal Housing Opportunity provider. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability, or any other characteristic protected by applicable law. NOHA is committed to ensuring that every employee and applicant is treated with equal dignity and respect, and that our workplace reflects the diverse communities we are privileged to serve.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are seeking the best candidate for the position, and that candidate may be one who comes from a less traditional background. If you meet the key qualifications for the job and believe you would be the best fit, we encourage you to apply. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.