



Community of Hope

Thrift Store and Assistant Property Manager Job Description

Position Overview: The Thrift Store and Assistant Property Manager reports to the Director of Real Estate Operations and is an integral member of the team. The key functions involve areas of business operations involving thrift store and real estate management, development, and associated business functions including but not limited to property management, marketing, public relations, fundraising, and budgeting/finance.

Roles and Responsibilities:

1. Team Roles and Responsibilities
 - a. Report Directly to the Director of Real Estate Operations to further the mission of Community of Hope, strengthen the organization, and expand the impact Community of Hope has on our clients and the overall community.
 - b. Work with the Property Management Team to help households meet lease obligations, improve accountability, and develop habits that promote housing sustainability.
 - c. Participate in Finance Committee meetings, fundraising Committee meetings/activities, and other Community of Hope Board functions meetings/functions as needed.
 - d. Work with the Property Management Team in order to make sure that the needs of the client and organizational needs are met by accepting rental payments and monitoring resident's payments due/past due.
 - e. Participate in Board Meetings and activities as needed and requested.
2. Thrift Store Manager Roles and Responsibilities
 - a. Recruiting, training, scheduling, and managing the performance of staff and volunteers.
 - b. Ensure timely opening and closing of the store, and ensure compliance with procedures for accepting, sorting, pricing, and displaying donations.
 - c. Keeping the store clean and tidy, and reporting any maintenance issues.
 - d. Developing and implementing a marketing plan to attract customers
 - e. Tracking daily sales, making bank deposits, and compiling income reports.
 - f. Work with the Director of Real Estate Operations to establish policies and procedures to ensure a welcoming environment and good customer service.
 - g. Cultivating a team-oriented culture that values safety, ethics, and high performance.
 - h. Maintaining inventory and ordering supplies as needed.



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- i. Creating and maintaining pricing lists, and pricing donated goods based on condition, brand, and demographics.
 3. Assistant Property Management Roles and Responsibilities
 - a. Work with the Director of Real Estate Operations to ensure collection of Program Fees/Rent on a timely basis.
 - b. Work with the Director of Real Estate Operations to keep past due rents low, prevent households from getting more than 2 months past due, and keep overall past due rents to less than an average of \$300/unit.
 - c. Work with the Director of Real Estate Operations to deliver 3-day notices and process evictions if needed.
 - d. Work with the Director of Real Estate Operations to help implement better tenancy skills and practices including compliance with lease, daily maintenance, cleanliness, being a good neighbor.
 - e. Work with Maintenance Team as needed to ensure well maintained and sustainable housing units.
 - f. Work with Maintenance Team Rehabilitation Teams to turn units over efficiently between residents with the goal of not having any unit out of service for more than one month due.
 4. Public Relations and Marketing Roles
 - a. Promote and work with Marketing Team to promote and advertise the thrift store.
 - b. Participate in the effectiveness of social media efforts.
 - c. Work with Leadership Team, Fundraising Team, and Office Manager to contribute to the Newsletter at least once per quarter.
 - d. Work with Leadership Team, Fundraising Team, and Office Manager to contribute to the annual impact report.
 5. Fundraising and Finance Roles and Responsibilities
 - a. Participate in all fundraising activities and planning.
 - b. Promote fundraising activities to ensure effectiveness of these activities in raising funds and awareness of Community of Hope's Mission.
 - c. Assist with reviewing financial reports, and work with the Director of Real Estate Operations and CEO to ensure fiscal sustainability.

To apply, please send resume and cover letter to:

Kayla Manning, Director of Real Estate Operations
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321-604-6697

Deadline to Apply is: November 20th, 2024