



## COMMUNITY SERVICES MANAGER POSITION

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APD Urban Planning and Management LLC. seeks to fill a full-time Community Services Manager position to develop and implement engagement and retention strategies in diverse communities. We are interested in a highly motivated, compassionate leader with excellent communication skills who is detail-oriented, with a social services background, and can work in diverse communities. APD-U is a planning firm focused on urban neighborhood revitalization. Our firm comprises experienced professionals in multiple disciplines, including neighborhood and urban planning, community redevelopment, construction management, and real estate development. We seek a highly motivated, detail-oriented Community Services Manager to be employed in our Atlanta office, managing and supporting various community projects and programs.

### Responsibilities include but are not limited to:

- Compile and file documents and reports according to established compliance processes and systems, highlighting program successes, challenges, and opportunities for growth.
- Prepare, organize, and maintain records and files of a complex and confidential nature.
- Track and report on project deadlines and processing timeline constraints.
- Develop and maintain a comprehensive communication plan, including newsletters, social media updates, flier, community meetings to keep residents and clients updated and informed, especially on policy changes, new initiatives and other relevant community news.
- Serve as primary point of contact for program participants seeking information about community related programs and services.
- Collect and analyze data on program metrics to measure program and implementation effectiveness.
- Assist residents with accessing tax relief programs, exemption programs and payment programs for residents facing financial hardship.
- Educate residents on importance of understanding tax responsibilities.
- Partner with local tax offices, social organizations, service providers to deliver compassionate, resident-centered support.
- Develop and execute regular community engagement strategies to promote active participation in retention programs, to gather feedback and address community concerns to keep participants engaged with programs.
- Assist with other community planning related tasks as required/determined by Chief Operations Officer.

### Qualifications

- Strong interpersonal skills to develop good working relationships with staff, officials, and stakeholders.
- Proactive in identifying challenges and developing innovative solutions to address participant concerns.
- Ability to connect with residents and participants of all backgrounds and demonstrate a community to equity and inclusion.
- Strong leadership and facilitation skills to coordinate community engagement initiatives, conduct in-person and virtual public participation activities and meetings.
- Excellent competency with Microsoft Office applications; especially Excel; working knowledge of Adobe Creative Suite apps required.
- Genuinely excited and enthusiastic about learning and pushing technical limits/finding new solutions.
- Ability to adapt quickly to change, including new technologies and procedures.
- Excellent oral presentation, organizational, and written communications skills.
- Ability to work both as an individual contributor and in a team environment.
- Ability to work with minimal supervision.



Minimum Experience & Training

A minimum of three (3) – five (5) years of professional experience in the social services, community engagement or related a related field. Bachelor’s degree in social work, public administration, community development or a related field. A master’s degree is strongly preferred. Project management experience desirable. Working knowledge of local tax laws, exemption programs, and financial literacy is a strong plus.

Salary

Negotiable

Benefits

Liberal Paid Time Off Policy  
Health care reimbursement  
401K Plan  
Professional Development allowance

COVID-19 Precautions:

Remote initial interviewing process can be requested.

Location:

Full-time, onsite in our Atlanta office.

Submission Instructions

Please submit the following documents via email to Bridget Wiles, [info@apdurban.com](mailto:info@apdurban.com) (No phone calls accepted)

- Cover Letter
- Resume
- 3 references with complete contact information
- Portfolio demonstrating examples of skills applications

**Incomplete submittals will not be considered or reviewed. No phone calls accepted.**