

Resident Manager

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

The Resident Manager (RM) facilitates the efficient operation of the assigned property, communicates with the Real Estate Services Department to ensure proper maintenance of the units and encourages involvement in, and enjoyment of, the community by the residents. The RM performs a variety of tasks and duties for the assigned property as outlined in the essential function statements. It is required that the RM lives on-site at their assigned property. Duties include conducting interviews and processing rental applications, leases, contracts, and terminations, performing resident management functions, processing a variety of correspondence and documents; and perform a variety of duties in assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Program Supervisor and/or Housing Programs Manager.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Receive, review and process applications for rental housing; conduct credit, criminal and reference checks as required.
2. Establish and maintain wait lists for rental units; notify applicants of rental availability.
3. Coordinate and conduct unit walk through; explain program rules, regulations and requirements to tenants and prepare leases.
4. Respond to any and all emergencies and emergency calls; notify your Supervisor or designee and appropriate agencies. Contact 911 in the event of an emergency such as fire, threat to life, or criminal activity. Follow emergency action plan protocols.

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5. Regularly walk through the complex and inform management and/or maintenance of any problems with exterior lighting, sprinklers, enclosures, or other dangerous situations (such as standing water, oil, open holes, uneven pavement, etc.).
6. Maintain the interior and exterior of the complex in clean condition, including, without limitation, assuring that all trash, debris, and other materials are picked up and that the common areas of the complex are kept clean and neat. Spot check and clean areas as needed.
7. Maintain a log of incidents and resolution and assure documentation is elevated up the chain of command. Promptly inform your supervisor of any vacancies, abandoned units, vandalism, and other criminal activity, fires, destruction of property or lease violations.
8. Collect tenant rent, issue receipts, reconcile and deposit funds in bank.
9. Check common areas and maintain cleanliness on a weekly basis including laundry rooms, community rooms, stairways, elevators, etc.
10. Provide direction to assigned maintenance personnel; approve purchased items; and process all work orders in computerized system for rental properties.
11. Submit all purchase orders, invoices, and other required documents to accounts payable in a timely manner.
12. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
13. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
14. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
15. Perform related duties and responsibilities as required and/or assigned.

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QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Common administrative terminology and standard YCH correspondence and report format.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.
- Basic organization rules and regulations, including housing operations principals, policies, and procedures.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Team management and leadership principles.

Ability to:

- Interpret regulations, interact with and provide services to the general public.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.

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- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Explain Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

- High School Diploma or GED **and**;
- Associates Degree plus one year clerical experience in a governmental or public agency setting **or**;
- Bachelor's Degree is desirable; **or**;
- One (1) - Three (3) years of full-time clerical experience in a position involved in the provision of community or housing services or work in a property management environment; **and**;
- Methods and techniques of conducting interviews, application processes, reviewing and interpreting rules and regulations, presenting information verbally and/or in writing, and performing mathematical calculations.

Training:

Individuals in this position should have 1-3 years of clerical experience preferably in a property management environment. An Associate's Degree can be substituted for experience.

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Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Human Resources.

Special Requirements:

- Must reside at the property they are assigned to manage. Compensation may include the fair market rent of the employee's unit.
- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

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