



The Housing Authority of the City of San Buenaventura  
**EQUAL OPPORTUNITY EMPLOYER**

Resident Site Manager

Biweekly Salary \$844.80 –\$1169.60

As an extension of salary compensation, the position includes and on-site apartment, rent free  
(Apartment value placed at \$8.28 per hour)

DEFINITION:

Under general supervision provided by the Property Manager, and at times the Public Housing Director, the Resident Site Manager will be responsible for the overall responsibilities of 36 apartments at Encanto Del Mar including rent collection, annual re-certification, move-ins, move-outs (filling vacancies in coordination with Housing Authority eligibility staff), oversight of maintenance, and vendor performance. Coordinate with other departments to maintain the property and units resolve tenant complaints and inquiries and relay resolution to tenant.

JOB CHARACTERISTICS:

The Resident Site Manager will live on-site at Encanto Del Mar, which is a Section 42 LIHTC. Follow specific procedures established by the Housing Authority, and its partners, to insure housing units are rented, maintained, secured, and vacated per contracted agreements, and provide technical and functional direction to support staff.

ESSENTIAL FUNCTIONS STATEMENT-*Essential duties may include, but are not limited to the following:*

1. Understand and ensure compliance with all governing regulations, codes and laws. Cooperate with federal, municipal, and community agencies.
2. Maintain strong community relations by positive public relations and projecting a strong image of the Housing Authority, Encanto Del Mar, and its residents
3. Maintain good tenant relations by prompt courteous and complete response to tenant problems and promote community standards for conduct, housekeeping and property maintenance, and resident grievance procedures.
4. Coordinates with other departments, as necessary, to resolve tenant complaints and inquiries and relay information and/or resolution to tenant.
5. Ensure compliance with the applicable lease and house rules. Advise new tenants of Residential Rules and Policies, and maintaining lease compliance.
6. Rent collection including follow-up with tenants' payment plans, sending three-day notice to pay or quite. Delivery of rents to main office in a timely manner.
7. Keep Property Manager advised of significant operational problems and deviations from the Management Plan, in a timely manner.
8. Assist in preparation of budget. Implement and monitor the adopted budget.
9. Prepare initial and follow-up correspondence on all matters relating to the property.

10. Maintain records in a timely, accurate and organized manner, ensuring confidentiality of information.
11. Prepare all required reports and respond to requests for information in a timely manner.
12. Prepare plans and provide for implementation of special administrative projects.
13. Oversee on-site personnel who have the responsibility for the day-to-day maintenance of properties.
14. Verify quality of workmanship on all maintenance jobs – analyze cost vs. benefit.
15. Maintain a current inventory list of all furnishings, such as refrigerators and range location and serial numbers, maintenance tools and equipment owned by the property.
16. Issue all legal notices as needed in accordance with established policies, including late rent, damage charges, non-compliance with rules and regulations.
17. Prepare and maintain resident files. Process applicant certifications, including third-party verifications. Schedule recertification reviews to verify resident income and eligibility
18. Make certain the building is constantly prepared for all inspections from outside monitors (e.g. HUD, City, County, TCAC)
19. Make every effort to maintain 100% occupancy of building at all times.
20. Abide by the Affirmative Fair Housing Marketing Plan
21. Develop detailed working knowledge of YARDI computer system
22. Conduct inspection of units at least annually, determine and assess the need for maintenance and repairs, initiate maintenance work orders, counsel residents regarding problems, concerns and violations, as appropriate, perform follow-up tasks, determine financial responsibility for the work performed, generate and mail tenant charge letters.
23. Continually inspect the property and grounds; generate work orders and perform follow-up activities with outside contractors.
24. Oversees safety and risk management programs established. Report any risks and/or violations to Property Manager or Director.
25. Other duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

- The eligibility requirements and the administrative requirements of a variety of affordable housing programs, including tax credits.
- Methods and techniques of client interviewing and counseling.
- Local social services agencies and appropriate contacts.
- Calculating of figures and amounts such as interest, totals, and percentages. Ability to apply the basic concepts of math and bookkeeping
- A sound working knowledge of the principles and practices of budget development, business and personnel administration and management.

##### Ability to:

- Effectively interview and gather, record, and correctly evaluate data. Correctly interpret rules and regulations for Agency staff, tenants, and the general public.
- Appropriately advise, motivate, and assist program participants, and develop a sense of community.
- Initiate and answer correspondence independently.
- Organize and prioritize work effectively, meet required deadlines, and accommodate change.

- Maintain accurate and systematic record, and maintain confidentiality.
- Function effectively in diverse cultural settings.
- Maintain a sense of surroundings to assure personal safety.
- Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.
- Work under pressure and with minimum supervision as necessary.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain good relations with the public and tenants by providing service courteously and tactfully.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software.
- Resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists.
- Exercise initiative and independent judgment that demonstrates quality customer services, good business sense, and creativity.
- Prepare clear, concise recommendations and reports.
- Prepare and work within established operating budgets.

#### EDUCATIONAL/CERTIFICATION REQUIREMENTS:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the PHA. A typical way to obtain the knowledge and abilities would be:

- High School diploma and;
- College course work or a college degree is preferred; and,
- Must have at least one-year experience in on-site property management in the affordable housing arena, especially with tax credit properties.
- Preferred Certificates: Tax Credit, Property Management, and Business Administration.

PHYSICAL DEMANDS ON THE POSITION: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Essential and marginal 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 excellent hand strength and the manual dexterity to operate keyboard equipment. Must climb stairs, stretch, bend, and lift up to 25 – 50 lbs.

#### Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
- Bilingual skills in English and Spanish are desirable.
- Able to work overtime as needed.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the Housing Authority insurance Company.
- Must be insurable by the Housing Authority's insurance carriers.
- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

***MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITION, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION***