

Rural Communities Housing Development Corporation

Position Description

Position Title	<i>On-Site Property Manager</i>
Position Class	<i>Non-Exempt/Hourly</i>
Supervisory Responsibilities	<i>None</i>
Reports to	<i>Director of Property Management/Regional Manager</i>
Work Site	<i>Apartment Complex as assigned</i>

General Duties and Responsibilities

To organize and administer the day-to-day operations of the apartment complex, verify and process information required complying with government regulations. To enforce rules of occupancy in accordance with corporation policy, government regulations, and the project's management plan. To coordinate the offering of tenant services that address issues such as life skills, medical needs, employment assistance, and academic support to help build and sustain healthy communities and advance the overall quality of life.

Job Duties and Responsibilities

1. Review tenant applications for eligibility; maintain and purge waiting lists; show available units.
2. Follow RCHDC's procedure for processing eligible applicants within the program guidelines attached to the property (i.e. TCAC, HOME, HUD, and USDA).
3. Works diligently to ensure that all new move-in files are complete and orderly.
4. Attends trainings as needed and recommended by RCHDC. These trainings may require overnight stays out of town.
5. Walks property at least twice per day (once in the morning and once in the evening) to assure tenants of management presence and to monitor the overall appearance of the property.
6. Attends regular in-house training and informational meetings offered by RCHDC.
7. Ensures that vacant units are "turned" in the fastest possible time by monitoring timeliness of vendors and maintenance staff; walks vacant unit daily to monitor progress of turn.
8. Distributes rent bills, collects rent and security deposits for submittal to the accounting department; works with accounting staff to facilitate smooth accounting procedures.
9. Completes lease forms, outlines conditions and terms of occupancy with new tenant and completes relevant paperwork.

10. Instructs tenants in emergency procedures, appliance use, and property rules.
11. Performs annual re-certification of tenants, completes required weekly reports, monthly reports, and quarterly reports as needed.
12. Cooperates with compliance staff in submitting requested information for audits, inspections and annual reports for lenders and regulatory agencies.
13. Investigates tenant complaints and resolves tenant issues, prepares written incident reports, prepares and serves tenant warning notices, 3-day notices, 10-day notices, and 30-day notices, appears in eviction proceedings, and maintains tenant history logs.
14. Shows vacant units and applies approved marketing strategies to reduce vacancy loss.
15. Conducts annual unit inspections, walk through of vacated units assessing any damage, cost of repairs, and arrange turnover repairs. Prepares security deposit refund statements and submits to accounting department for disbursement in accordance with lease provisions.
16. May need to act as a repair person in an emergency.
17. Provide local information of available nearby schools, shopping malls, recreational facilities, and public transportation.
18. Oversees, coordinates, and maintains calendar of events and users for multi-purpose room and computer room use where applicable.
19. Perform social programs duties by coordinating community events such as guest speakers, potlucks, money management/financial literacy education classes, and Neighborhood watch programs.
20. Perform community service duties by assessing the community needs for the property and creating a service plan to implement programs based upon these needs. Establish collaborations with service providers, referring tenants to available service programs, resources, and agencies.
21. Other duties as assigned.

Qualifications

Qualifications include:

1. Must have good writing, and math skills.
2. Must be well organized and thorough.
3. Must be able to work and make decisions without supervision.
4. Bookkeeping experience helpful, but not required.
5. Familiarity with landlord/tenant law helpful.
6. Previous management experience preferred.
7. Ability to work with and be sensitive to the needs of low-income persons.
8. Obtain and maintain an USDA Rural Development Manager Certification within six months (cost covered by employer.)
9. Possession of a valid California driver's license, a good driving record, and automobile insurance per requirements of the State of California. Also, have reliable transportation and willingness to use own automobile on job.
10. A working knowledge of Microsoft Office; proficient in Excel, Word, graphic software and facility with the internet.

- 11. Ability to organize work and priorities to meet deadlines.
- 12. Bondable

Working conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet in the office, and moderate in the field.

Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this classification, the employee is often required to stand; sit; walk; talk; hear; use hand to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties of this job, employee is regularly required to walk; sit; use hands to handle objects/operate keyboards, tools or controls; reach with hands and arms; stoop; kneel and crouch; talk and hear.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that Rural Communities Housing Development Corporation may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Date: _____

Employee Printed Name _____

Employee Signature _____