



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

Resident Site Manager – Castillo del Sol  
Biweekly Salary \$910.45 –\$1,137.03

As an extension of salary compensation, the position includes an on-site two bedroom apartment, rent free, utilities included

(Apartment value placed at \$1,762.00 per month based on 2017 Fair Market Rent)

DEFINITION:

Under general supervision provided by the Sr. Property Manager, the Resident Site Manager will be responsible for the overall responsibilities of 39 apartments at Castillo del Sol including rent collection, annual re-certification, move-ins, move-outs (filling vacancies in coordination with Housing Authority eligibility staff and service providers), oversight of maintenance, and vendor performance. Coordinate with other departments to maintain the property and units, identify capital projects, resolve tenant complaints and inquiries, and relay resolution to tenant.

JOB CHARACTERISTICS:

The Resident Site Manager will live on-site at Castillo del Sol, which is a Special Needs Section 42 Low Income Housing Tax Credit project, as a convenience for the employer and is a condition of employment. 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- *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. 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. Understand and ensure compliance with the Management Plan and Lease Agreement specific to Castillo Del Sol.
3. Maintain strong community relations by demonstrating positive public relations and projecting a strong image of the Housing Authority, Castillo del Sol, and its residents
4. Maintain good tenant relations by providing prompt, courteous, and complete response to tenant problems and promote community standards for conduct, housekeeping, property maintenance, and resident grievance procedures.
5. Maintain a strong working relationship with Supportive Service providers.
6. Coordinates with other departments, as necessary, to resolve tenant complaints and inquiries and relay information and/or resolution to tenant.
7. Ensure compliance with the applicable lease and house rules. Advise new tenants of Residential Rules and Policies, and maintaining lease compliance.

8. Rent collection including follow-up with tenants' payment plans, sending three-day notice to pay or quit, and obtaining vacancy loss payments. Delivery of rents to main office in a timely manner.
9. Keep Property Manager advised of significant operational problems and deviations from the Management Plan, in a timely manner.
10. Assist in preparation of the budget. Implement, monitor and work within the adopted budget
11. Prepare initial and follow-up correspondence on all matters relating to the property.
12. Prepare all required reports and respond to requests for information in a timely manner.
13. Prepare plans and provide for implementation of special administrative projects.
14. Oversee on-site personnel who have the responsibility for the day-to-day maintenance of properties.
15. Verify quality of workmanship on all maintenance jobs – analyze cost vs. benefit.
16. 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.
17. Issue all legal notices as needed in accordance with established policies, including late rent, damage charges, non-compliance with rules and regulations.
18. Prepare and maintain resident files. Process applicant certifications, including third-party verifications. Schedule annual recertification reviews to verify resident income and eligibility
19. Make certain the building is constantly prepared for all inspections from outside monitors (e.g. HUD, City, County, TCAC)
20. Maintain the appropriate levels of occupancy of available units.
21. Abide by the Affirmative Fair Housing Marketing Plan
22. Develop detailed working knowledge of YARDI computer system
23. 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.
24. Continually inspect the property and grounds; generate work orders and perform follow-up activities with outside contractors.
25. Oversees safety and risk management programs established. Report any risks and/or violations to Property Manager.
26. Be available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

#### 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 service 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.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Modern office procedures, business mathematics application, and statistical recordkeeping methods.
- Basic organization, rules, and regulations.

Ability to:

- Effectively interview and gather, record, and correctly evaluate data.
- Correctly interpret rules and regulations for Agency staff, tenants, and the general public.
- Be resourceful and patient, with strong appropriate boundaries when working with special needs population.
- Appropriately advise, motivate, and assist program participants, and develop a sense of community.
- Maintain a sense of surroundings to assure personal safety.
- Work under pressure and with minimum supervision as necessary.
- Maintain good relations with the public, supportive service providers, and tenants by providing service courteously and tactfully.
- 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.
- Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.
- Deal objectively and effectively with tenants having diverse socioeconomic, cultural, and educational backgrounds, and promote their advancement.
- Compose clear, complete, accurate and concise correspondence and reports independently using correct grammar, syntax, punctuation and spelling.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize work, set priorities, and meet critical time deadlines.
- Work with a high degree of self-motivation and initiative.
- Deal diplomatically and sensitively with clients, other agency representatives, local community agencies, law enforcement personnel, and the general public.
- Maintain the utmost confidentiality of all information.
- Understand and implement oral and written instructions, and make sound decisions.
- 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 Windows-based applications and related programs, including standard, as well as proprietary software. Operation of standard office equipment.

#### 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 Agency. A typical way to obtain the knowledge and abilities would be:

- High School diploma and;
- College course work and/ or a college degree is preferred;
- Must have at least one-year experience in on-site property management in the affordable housing arena, especially with tax credit properties.
- Experience working closely with special needs population is highly desirable.
- Must obtain a Low-Income Housing Tax Credit (LIHTC) Certification (with a passing grade) within one year of hire date and renew as required by the certificate issuance provider.

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 and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

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.
- Position may require evening, weekend and 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***

*FILING DEADLINE 4 pm Monday June 4, 2018*

Updated 6/7/17