



Creating opportunities for people to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT: <i>Housing</i>	CHDC is committed to implementation of an Affirmative action Policy and the Americans with Disabilities Policy in its recruitment selection and placement of all personnel. CHD is an Equal Opportunity Employer	
LOCATION: Parkway Plaza in Fairfield, CA JOB DESCRIPTION TITLE: Site Manager	POSITION STATUS: Regular Full-Time	FLSA STATUS: Exempt
SALARY: Grade 10	PROGRAM HOURS:	

PROGRAM DESCRIPTION: California Human Development (CHD) is a private, non-profit, human services program serving the Northern California Area. The Housing Department develops and manages housing properties in widely spread communities throughout the CHD service area.

SUMMARY:

To be responsible for the successful operation of the apartment community to which assigned, under the direct supervision of the Property Supervisor. Manage the community as a business with a goal to maintain the Property in good physical condition with a sound fiscal operation. To be direct supervisor of the Assistant Site Manager, Maintenance Manager and other staff as assigned.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- A. Maintain a working knowledge of, and be committed to compliance with, all Federal funding sources including HUD, Federal Fair Housing and State Fair Housing and Equal Employment Opportunity laws and regulations, and pertinent OSHA regulations.
- B. Maintain a working knowledge of, and perform all job duties in compliance with, government agency regulations and California landlord tenant law.
- C. Attend trade association meetings, Fair Housing and Employment training, policy trainings, COS training, and other training as determined appropriate.
- D. Assist Human Resources with selecting and interviewing applicants.
- E. Make recommendations to hire and terminate staff.
- F. Train and evaluate staff performance and provide counseling as necessary to achieve the expected results in accordance with the Corporate policies and Key Performance Indicators.
- G. Maintain open communication and directly supervise Maintenance Manager on scheduled appointments, work orders, replacement reserve requests, and other duties as needed.

- H. Assure that regular monthly Safety Meetings occur.
- I. Assist the Property Supervisor with preparation of the budget and review monthly budget comparison and cash disbursement reports for accuracy.
- J. Maintain the maximum economic potential by implementing established rent increases, collecting and recording payments and delinquent accounts per Corporate policy, and depositing funds within 24 hours of receipt. Billing tenants and collecting revenue for damages to the unit.
- K. Process subsidy reports including filing of Special Claims, and transmit reports utilizing electronic mail server.
- L. Utilize property management software to input rent payments, maintain individual resident ledgers, work orders, create subsidy reports, maintain electronic wait list and other duties as needed.
- M. Maintain the maximum physical occupancy through skilled marketing, leasing techniques, and/or prompt and thorough applicant processing, as well as the timely and organized completion of vacant apartment refurbishment, with the goal to attain a five business day re-occupancy period.
- N. Work in accordance with approved Affirmative Fair Housing Market Plan.
- O. Work in accordance with approved Tenant Selection Plan
- P. Work in accordance with approved Lease and House Rules and other pertinent Management Documents and Policies and Procedures.
- Q. Purchase office supplies within the scope of the established budget.
- R. Report accidents and emergency situations to the Property Supervisor immediately and designated Safety Coordinator as per Corporate Risk Management Policy.
- S. Perform weekend on-call duties on a rotating basis as assigned.
- T. Promote resident retention through excellent resident relations, enforcement of the Lease and House Rules and participating in Resident meetings as assigned.
- U. Prepare and serve legal notices to the residents.
- V. Serve as a liason between CHD and the local law enforcement agencies.
- W. Prepare and maintain all lease and move-in documents in accordance with established sample tenant file standards. Perform eligibility screening of applicants and third party verifications for certifying new residents and recertifying existing residents.
- X. Execute recertification process by performing rent calculation, preparing and submitting third party verification forms, determining student eligibility status, and other functions as needed.
- Y. Prepare move-out documents and submit promptly to the Property Supervisor with all back up.
- Z. Perform move-in Apartment Inspections. Show the apartment amenities as part of the orientation process.
- AA. Maintain office and community room cleanliness. Post and maintain OSHA compliance posters.
- BB. Assist in the preparation of annual reports, audits, and management review documents accurately and on time.
- CC. Complete or oversee completion of all income certifications and recertifications to assure compliance with agency regulations.
- DD. Prepare disbursement requisition and data entry into appropriate Accounting Software.
- EE. Assist as required in Property Budget process
- FF. Work in accordance with established site and Corporate policies and procedures.
- GG. Responsible for holding petty cash for the site.
- HH. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

COMMUNICATION SKILLS:

- A. Work and communicate effectively with a wide variety of individuals and groups in English both orally and in writing.
- B. Write business correspondence memorandums, reports, plans and procedures.
- C. Computer literacy.

MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, fractions, and percentages.
- C. Create and interpret charts and/or graphs.

REASONING ABILITY:

- A. Ability to establish and maintain professional relationships with residents, management, vendors, employees, and external agencies as well as with the general public.
- B. Ability to solve problems, resolve conflicts effectively, and use effective judgment in crisis situations
- C. Ability and willingness to effectively serve people from diverse cultures and backgrounds.
- D. Ability to lead and motivate people.
- E. Maintain appropriate boundaries with residents and employees both on- and off-duty as defined by CHD policies.

SUPERVISORY RESPONSIBILITIES:

- A. Supervise employee(s) within the guidelines of CHD Human Resources policies and procedures and applicable laws.
- B. Responsible for the overall direction, coordination, and evaluation of these employees.
- C. Responsibilities may include participation in hiring process and/or termination of employees within guidelines of CHD Human Resources policies and procedures.

QUALIFICATIONS:

EDUCATION:

A. High School Diploma or GED

- B. Must have or be able to obtain within one year one of the following certifications as appropriate to the site:
 - a. COS (Certified Occupancy Specialist)
 - b. California Real Estate License

EXPERIENCE:

- A. A minimum two years of experience in property management or another service industry **including** at least one year of supervisory experience; **Or**,
- B. A minimum one-year of experience in property management **and** a demonstrated ability to supervise others.
- C. Experience with HUD regulations specific to the site.

WORK CONDITIONS:

PHYSICAL DEMANDS:

This position requires:

Frequently: Walking, Seeing, Hearing, Speaking, Standing, Bending, Lifting up to 25 lbs, Carrying, Pushing/Pulling
Occasionally: Stooping, Lifting up to 50 lbs, Squatting, Kneeling
Seldom: Climbing, Twisting, Sitting,

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

WORK ENVIRONMENT:

The work environment represents typical conditions that an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. May have exposure to hazardous materials or dust.

OTHER:

May require local or overnight travel on behalf of CHD.

CERTIFICATION, LICENSES AND REGISTRATIONS:

- A. A Valid California Driver's License.
- B. Proof of insurance on personal vehicle.
- C. Satisfactory DMV driving record.
- D. May also require, for staff working with youth or seniors, a fingerprint clearance from the U.S. Department of Justice as well as a criminal and sex offender background check.

ACCEPTANCE and CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions and all other aspects of the **Site Manager** position as outlined above.

Employee's Signature

Date

Supervisor's Signature

Date