



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Apartment Manager

DEPARTMENT/DIVISION: Housing

REPORTS TO: Program Director, Property & Asset Management

FLSA STATUS: Exempt

LOCATION: Parkway Plaza

REVISED DATE: 07/13/2021

Summary Description: The Apartment Manager is responsible for the successful operation of the housing center, keeping the facility and the clients served with safe, respectable, and sanitary housing conditions while ensuring sound fiscal operation.

DUTIES AND RESPONSIBILITIES:

- Maintain a working knowledge of, be committed to, and perform all job duties in compliance with all applicable government agency regulations, Federal, State, and local funding sources, Fair Housing and Equal Employment Opportunity laws and regulations, California tenant-landlord law and pertinent OSHA regulations.
- Attend trade association meetings, Fair Housing and Employment training, policy trainings, COS training and other training as determined appropriate.
- Assist Human Resources with interview process as needed and make recommendations to hire and terminate staff.
- Train and evaluate staff performance and provide counseling as necessary to achieve the expected results in accordance with the Corporate policies.
- Maintain open communication and work closely with the Maintenance Manager on scheduled appointments, work orders, replacement reserve requests, and other duties as needed.
- Assist the Program Director, Property & Assets with preparation of the budget and review monthly budget comparison and cash disbursement reports for accuracy.
- Reconcile ledgers and balances, writes offs, entering AP, reconciling vendor accounts, travel and payroll.
- Use property management software for purchasing and following funding source requirements and corporate financial policies and procedures especially as it pertains to purchasing, bids, scopes of work and contractor's license.

- 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.
- Utilize property management software to input rent payments, maintain individual resident ledgers, work orders, create subsidy reports, and maintain electronic waitlist and other duties as needed.
- Maintain the maximum physical occupancy through skilled marketing, leasing techniques
- Purchase office supplies within the scope of the established budget.
- Report accidents and emergency situations to the Corporate Office immediately, and prepare and submit the required reports per Corporate policy.
- 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.
- Execute or oversee completion of all income certifications and recertifications to assure compliance with agency regulations by performing rent calculations, preparing and submitting third party verification forms, determining student eligibility status, and other functions as needed.
- Prepare move-out documents and submit promptly to the Property Supervisor with all backup.
- Perform move-in Apartment Inspections. Show the apartment amenities as part of the orientation process.
- Maintain office and community room cleanliness. Post and maintain OSHA compliance posters.
- Assist in the preparation of annual reports, audits, funding source reports and management review documents accurately and on time, including reviewing of tenant files.
- Process subsidy reports and transmit reports utilizing electronic mail server.
- Work in accordance with established site and Corporate policies and procedures.
- Responsible for holding petty cash for the site.
- Work with property management software to complete all required tasks with the property policies and procedures. Perform other related duties as assigned.
- Actively participate in the safety program as the Safety Coordinator back up, attend monthly safety meetings, assess building maintenance issues, process and report monthly maintenance and safety reports, provide meaningful suggestions for working safely.
- Comply with and maintain corporate inventory control policies and procedures utilizing property management software.
- Perform weekend on-call duties on a rotating basis as assigned.
- Other duties as assigned.

Supervisory Responsibilities

Supervisors two (2) employees, 1 exempt and 1 non-exempt in the department. Is responsible for the overall direction, coordination, and evaluation of the unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Required Skills and Abilities

- Ability to travel to various locations
- Bilingual English/Spanish is highly desirable

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Advanced Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook
- Basic office machines, (phone, copier, scanner, fax)

Education and/or Experience

- High school diploma or general education degree (GED).
- Six months to one year related experience and/or training.
- Equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

Physical Requirements

Regularly: Stand; Walk; Use hands to finger, handle, or feel; Stoop, kneel, crouch, or crawl; Talk or hear; Taste or smell; Lift up to 10 pounds

Frequently: Reach with hands and arms; Climb or balance; Lift up to 25 pounds

Occasionally: Sit; Lift up to 100 pounds

Vision: Must have close, distance, color, and peripheral vision. Must also have depth perception and ability to adjust focus

Work Environment

Regularly: Outdoor weather conditions

Frequently: Extreme cold or extreme heat; Risk of electrical shock

Occasionally: Wet or humid condition; Work near moving mechanical parts; Fumes or airborne particles; Toxic or caustic chemicals; Vibrations; Work near moving mechanical parts

Noise level: Loud (examples: metal can manufacturing department, large earth-moving equipment)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reviewed by Human Resources: _____ Date: _____