

**California Human Development**

**Job Description**

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| Employee name: |  |
| Job title: | Apartment Manager |
| Department/division: | Affordable Housing |
| Reports to: | Chief Operating Officer |
| Flsa status: | Exempt |
| Location: | Parkway Plaza |
| REVISED DATE: | 08/11/2023 |

**Summary Description**: The Apartment Manager is responsible for the successful operation of the Parkway Plaza housing center in Fairfield, keeping the facility and the clients served with safe, respectable, and sanitary housing conditions while ensuring sound fiscal operation. The Apartment Manager performs all job duties in compliance with government regulations related to Fair Housing and must therefore be United States Department of Housing and Urban Development (HUD)-certified or must become HUD-certified within ninety (90) days of employment. Housing is not included, and the Apartment Manager does not live on-site.

**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 training, COS training and other training as determined appropriate.
* 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 them promptly to the Property Supervisor with all backups.
* Perform move-in Apartment Inspections. Show the apartment amenities as part of the orientation process.
* Assist the Chief Operating Officer with preparation of the budget and review monthly budget comparison and cash disbursement reports for accuracy.
* Reconcile ledgers and balances, write 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 as well as for inventory control, rent payments, maintaining individual resident ledgers, entering and maintaining work orders, creating subsidy reports, and maintaining an electronic waitlist.
* 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.
* Maintain maximum physical occupancy through skilled marketing and leasing techniques.
* 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.
* Responsible for holding petty cash for the site.
* 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.
* Report accidents and emergency situations to the Administration Office immediately and prepare and submit the required reports per corporate policy.
* Actively participate in the safety program as the Safety Coordinator or the Safety Coordinator’s backup:
  + Attend monthly safety meetings, assess building maintenance issues, process and report monthly maintenance and safety reports.
  + Update evacuation plans.
  + Ensure the monthly safety inspections for the Parkway Plaza site are completed and submitted to Human Resources on a timely basis.
  + Keep required OSHA-compliance and safety-related postings up to date.
  + Provide meaningful suggestions for working safely.
* Maintain open communication and work closely with the Maintenance Manager on scheduled appointments, work orders, replacement reserve requests, and other duties as needed.
* Perform weekend on-call duties on a rotating basis as assigned.
* Other duties as assigned.

**Supervisory Responsibilities**

Is responsible for the overall direction, coordination, and evaluation of the site staff. 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.

**Skills and Abilities**

* Ability to travel to various locations.
* Ability to read, analyze, and interpret technical procedures and governmental regulations.
* Ability to write reports, business correspondence, and procedure manuals using appropriate business writing etiquette.
* Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
* Ability to apply necessary mathematics to the position.
* Ability to define problems, collect data, establish facts, and draw valid conclusions.
* Ability to make good judgement calls by objectively looking at all sides of problems/issues.
* Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
* Intermediate to Advanced Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook.
* Basic office machines, (phone, copier, scanner, fax)
* Bilingual English/Spanish is highly desirable.

**Education and/or Experience**

***Minimum Qualifications of Position***

* HUD Certification required; through National Center for Housing Management (NCHM), acquire the Certificate of Occupancy Specialist (COS) certification within 6 (six) months of hire, if not certified already.
* Associate degree in related field.
* Three (3) years of Property Management (administrative or accounting) and supervisory experience.
* An equivalent combination of education and experience.
* Working knowledge of applicable local and federal housing laws, including Fair Housing and Landlord and Tenant laws.
* Experience being accountable for financials.

***Preferred Qualifications of Position***

* Bachelor’s degree in related field.
* Professional certification in property or affordable housing management.
* Proficiency in RealPage Onesite software.
* Experience in Low Income Tax Credits, Rural Housing, and/or Tax-Exempt Bond properties.

**Other 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; Manual dexterity; Stoop, kneel, crouch, or crawl; Lift up to 10 pounds

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

Occasionally: Sit; Lift up to 50 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 manufacture 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: \_\_\_\_\_\_\_\_\_\_\_\_\_