



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Regional Manager, Napa Farm Labor Housing

DEPARTMENT/DIVISION: Affordable Housing

REPORTS TO: Chief Operating Officer/Housing Director

FLSA STATUS: Exempt

LOCATION: Calistoga

REVISED DATE: 05/12/2024

Summary Description: The Regional Manager for Napa Labor Housing is responsible for overseeing the operations of the Farmworker Housing centers in Calistoga, St. Helena, and Napa. including supervising the Center Manager for each location, collecting rent, overseeing the kitchen operations and grounds, properly administrating the food budget for all 3 sites, and effectively dealing with and guiding staff on tenant relations issues. The Regional Farm Labor Center Manager will lead the staff to maintain the Farm Labor Centers in good physical condition with a sound fiscal operation. The Regional Farm Labor Center Manager will also actively manage the Calistoga Farm Labor Center as the Center Manager.

DUTIES AND RESPONSIBILITIES:

Site Manager Supervision

- Responsible for directly supervising the Site Managers from the River Ranch and Mondavi Farm Labor Housing locations and the Cook and Assistant Cook at the Calistoga location.
- Directs, coordinates, and evaluates employees and carries out all supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Interviews, hires, and trains employees as needed; plans, assigns, and directs work; evaluates and appraises employee performance; addresses employee issues and complaints; resolves problems with employees.
- Conduct conflict resolution meetings as needed with lodgers and/or staff.
- Monitor and evaluate all vendors. Make recommendations for changes as needed.

Kitchen Coordination

- Purchase and coordinate purchase of necessary supplies and equipment to keep Centers in safe and operable condition.
- Ensure accurate food inventory is kept at all the Farm Labor Centers locations.
- Lead the Site Managers to maintain kitchen and dining room health and safety standards in accordance with State of California and Napa County Environmental Health Standards.

- Implement company policies and procedures related to maintenance, (e.g., preventative, corrective and emergency maintenance, health and safety, hazard communication and emergency and disaster programs, etc.)
- Gather inventory and order food monthly for all the Farm Labor Center sites.
- Generate monthly usage reports for each food source according to the USDA standards.
- Create menus for all Farm Labor Center sites.
- Train new cooks to meet Corporate and State agency standards.
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Site Manager, Calistoga

- Maintain a working knowledge of and be committed to compliance with Napa County regulations associated with the program.
- Determine lodger eligibility, approve applicants and create and maintain lodger files according to site standards and Napa County regulations.
- Monitor site budget and review monthly budget variance to remain within the budget.
- Collect and record lodger payments (and other revenue) and delinquent accounts per policy.
- Maintain the maximum physical occupancy of the Calistoga Farm Labor Center through skilled marketing, outreach techniques, and/or prompt and thorough applicant processing, as well as the timely and organized completion of vacant room refurbishment – with the goal to attain established occupancy levels.
- Inspect the community with, (and independent of), the COO on an on-going basis to assure curb appeal, general appearance, landscaping, and market ready units meet the organization's standards.
- Conduct monthly Safety Inspections of work areas and reports to ensure correction of any deficiencies.
- Report accidents and emergency situations to the COO and the CHD Corporate Office immediately and prepare and submit the required reports per organization's policies.
- Perform regular inspections after dark to check for adequate exterior lighting and general safety of the premises.
- Promote lodger retention through excellent lodger relations, enforcement of the lodger agreement and Lodger Rules to include planning and participating in annual Lodger Management Meetings and lodger functions during and after normal work hours.
- Prepare and serve notices to lodgers as needed.
- Perform move-out room inspections and make the unit ready for future occupancy.
- Maintain office and community room cleanliness, organization, and professionalism, and monitor organization of the storage areas.
- Prepare and submit monthly reports accurately and on time.
- It is understood that the position of Regional Farm Labor Center Manager may require occasional non-standard hours.
- Conducts weekly kitchen inspections for compliance with California State Environmental Health Standards.

Required Skills and Abilities

- Work and communicate effectively with a wide variety of individuals and groups in English and Spanish both orally and in writing.

- Write business correspondence memorandums, reports, plans and procedures.
- Ability to use arithmetic skills normally applied in this position.
- Ability to compute rates, ratios, and percentages.
- Create and interpret presentation charts.
- Establish and maintain productive relationships with participants, employers, management, and professionals from CHD and external agencies as well as with the general public.
- Solve problems and resolve conflicts effectively.
- Lead and motivate people.
- Maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- Use effective judgment in crisis situations.
- Work with computer database programs.
- Identify, implement and coordinate educational, self-enrichment, employment training, and financial resources.
- Follow-through on activities and responsibilities in a prompt and punctual manner. [OBJ]

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.
- Bilingual English/Spanish required.
- Basic knowledge and understanding of, (or an ability and willingness to learn), government agency regulations, California Landlord Tenant Laws, State and Federal Fair Housing laws, Equal Employment Opportunity laws and pertinent OSHA regulations.
- A minimum two years of experience in property management or another service industry **including** at least one year of supervisory experience; (OR Corporate employee with a minimum one-year of experience in property management **and** a demonstrated ability to supervise others.)
- Experience in safely handling power tools, hand tools and other maintenance equipment.
- MS Excel basic experience required.

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
- Current food handler's certification issued by California or ability to obtain one at the first available State test

Physical Requirements

Regularly: Stand; Walk; Manual dexterity; Lift up to 10 pounds

Frequently: Reach with hands and arms; Climb or balance; lift up to 50 pounds

Occasionally: Stooping, kneeling, squatting, crouching, crawling, lift up to 60 pounds

Seldom: climbing, twisting

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 conditions.

*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 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: _____