



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: On-Site Manager

DEPARTMENT/DIVISION: Housing

REPORTS TO: Chief Operating Officer

FLSA STATUS: Exempt

LOCATION: Various

REVISED DATE: 04/17/2023

Summary Description: The On-Site Manager is responsible for the overall operation of their assigned Farm Labor Center including collecting rent, managing rent reports, supervising the kitchen operation, overseeing the grounds, properly administering the food budget for the location, and dealing with tenant relations issues. The On-Site Manager will ensure their staff leads the site as a business with the goal of maintaining the community in good physical condition with a sound fiscal operation.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Chief Operating Officer, the Site Manager will perform the following duties:

- Maintain a working knowledge of and be committed to compliance with Napa County Housing regulations and policies established for the centers, and pertinent OSHA regulations.
- Complete all job duties in compliance with required laws and regulations.
- 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, delinquent accounts, and other revenue per CHD and Napa County policy.
- Maintain the maximum physical occupancy through skilled marketing, leasing techniques, and/or prompt and thorough applicant processing.
- Perform move-out room inspections, timely vacant room refurbishment, and make the vacant unit ready for future occupancy – with the goal of attaining established occupancy levels.
- Submit food requirements to On-Site Manager/Kitchen Coordinator and maintain accurate food inventory.
- Oversee Cook & Custodian to maintain kitchen, dining room, common area and restroom health and safety standards in accordance with State of California and Napa Public Health Environmental Health Standards.
- Inspect the location's community on an on-going basis to ensure curb appeal, general appearance, landscaping and market ready units meet CHD standards.

- Conduct monthly Safety Inspections of work areas and reports to ensure correction of any deficiencies.
- Perform regular inspections after dark to check for adequate exterior lighting and general safety of the premises.
- Report accidents and emergency situations to the Chief Executive Officer, the Site Manager/Kitchen Coordinator and/or Human Resources immediately.
 - Prepare and submit the required reports and documentation per CHD policy.
- Implement CHD policies and procedures related to maintenance, (e.g., preventative, corrective and emergency maintenance, health and safety, hazard communication and emergency and disaster programs, etc.)
- Conduct conflict resolution meetings as needed with lodgers and/or staff.
- Work with Regional Maintenance Manager and create the necessary Work Orders for needed repairs at the site.
- 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.
- 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.
- Other duties as assigned.

Supervisory Responsibilities

Supervises Cook and Custodian and is responsible for the overall direction, coordination, and evaluation of these employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may 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

- Bilingual (English/Spanish) required.
- Ability to work a schedule of six (6) days per week and non-standard work hours on occasion.
- Must live on site.
- Perform evening, overnight, and weekend work as necessary.
- Work and communicate effectively with a wide variety of individuals and groups in English and Spanish, both verbally and in writing.
- Write business correspondence such as emails, memorandums, reports, plans and procedures.
- Ability to use arithmetic skills normally applied in this position.
- Establish and maintain productive relationships with lodgers, employees, 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 lodgers and staff, both on and off duty, as defined by CHD ethical codes.
- Use effective judgment in crisis situations.
- Work with computer database programs such as Excel and HRIS system.

- Identify, implement, and coordinate educational, self-enrichment, employment training, and financial resources.
- Strong 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) required.
- A minimum of two years of experience in property management, cooking or another service industry **including** at least one year of supervisory experience **and** a demonstrated ability to supervise others.
- Equivalent combination of education and experience.
- 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.
- 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; Use hands to finger, handle, or feel; Talk or hear; Taste or smell; Lift up to 20 pounds

Frequently: Reach with hands and arms; Climb or balance; lift up to 60 pounds

Occasionally: Stooping, kneeling, squatting, crouching, crawling

Seldom: Climbing, twisting

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

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 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: _____