



## California Human Development Job Description

**EMPLOYEE NAME:****JOB TITLE:** Assistant Apartment Manager**DEPARTMENT/DIVISION:** Affordable Housing**REPORTS TO:** Apartment Manager**FLSA STATUS:** Hourly, Non-Exempt**LOCATION:** Parkway Plaza – Fairfield, CA**REVISED DATE:** 09/28/2023

**Summary Description:** Under the supervision of the Apartment Manager, the Assistant Apartment Manager participates in the day-to-day operations of the property ensuring excellent customer service is provided to the clients. The Assistant Apartment Manager provides clients with safe, decent, and sanitary housing conditions while ensuring the property complies with the standards and expectations of the Department of Housing and Urban Development and Fair Housing laws.

**Duties and Responsibilities:**

Under the supervision of the Apartment Manager, the Assistant Apartment Manager:

- Provides excellent customer service to residents, applicants, community partners, agencies, and vendors.
- Keeps the Apartment Manager informed regarding resident relations, communication concerning resident issues.
- Aids in preparing incident reports of significant issues involving accidents, injuries, physical emergencies, criminal activity, etc.
- Utilizes Real Page Onesite (Property Management Software System) to assist the Apartment Manager with completion and/or maintenance of work orders, make ready boards, asset management, and inventory.
- Utilizes Real Page Onesite (Property Management Software System) to assist the Apartment Manager with reconciling resident ledgers and balances.
- Utilizes Real Page Onesite (Property Management Software System) to assist the Apartment Manager with entering Accounts Payable purchase orders & invoice and reconcile vendor accounts.
- Assists the Apartment Manager with resident operations such as processing potential resident applications, resident certifications, updating, and maintaining resident files, and move-in/move out inspections with residents.
- Assists the Apartment Manager with the preparation of annual reports, budgets, audits, funding source reports and management review documents accurately and on time, including reviewing, updating, and maintaining resident files.
- Works with Real Page Onesite (Property Management Software System) to complete all required tasks with the property policies and procedures.

- Assumes leadership and initiative in the absence of the Apartment Manager, continuing to ensure the highest quality of customer service and continuity of operations.
- Maintains a working knowledge of compliance with all applicable government agency regulations, Federal, State, and local funding sources, California Fair Employment and Housing Act, California tenant-landlord law, and pertinent California Occupational Safety and Health Act (Cal/OSHA) regulations.
- Attends trade association meetings, Fair Employment and Housing training, policy training, Certified Occupancy Specialist training, and other training as determined appropriate.
- May occasionally perform weekday and weekend on-call duties on a rotating basis as assigned.
- Performs other related duties as assigned.

### **Supervisory Responsibilities**

None

### **Skills & 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).

### **Education and/or Experience**

#### ***Minimum Qualifications of Position***

- Associates degree or equivalent from two (2)-year college or technical school; and
- Six (6) months to one (1) year of experience/training in housing/property management; or
- An equivalent combination of education and experience.
- Working knowledge of applicable local, State, and Federal housing laws, including Fair Housing and Landlord/Tenant laws.

#### ***Preferred Qualifications of Position***

- Bilingual in English/Spanish.
- Experience with Property Management and/or accounting software.
- Experience managing affordable housing developments, including HUD, Low Income Tax Credits, Rural Housing, and/or Tax-Exempt Bond Properties.

### **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: Sit; manual dexterity; Reach with hands and arms.

Frequently: Walk; Lift up to 25 pounds.

Occasionally: Stand; Stoop, kneel, crouch, or crawl; 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**

Occasionally: Work near moving mechanical parts; Fumes or airborne particles; Risk of electrical shock

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*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: \_\_\_\_\_