



# Community Housing Improvement Program

## JOB DESCRIPTION

<b>JOB TITLE</b>	Resident Manager	<b>LOCATION</b>	Maple Park Apts., Live Oak	
<b>DEPARTMENT</b>	Property Management	<b>REPORTS TO</b>	Community Manager	
<b>TYPE OF POSITION</b>	<input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Non-Exempt		<b>HOURS</b>	40 per Week

### JOB PURPOSE

- To create a safe and healthy community through tenant-oriented management practices and services, and to help residents help themselves.
- To consistently adhere to all regulations and maintain compliance for the property.

### JOB FUNCTIONS

#### Essential Responsibilities:

- Maintain regularly scheduled office hours at the property, and be on-call other hours.
- Maintain all tenant files and related documents in well-organized, orderly condition.
- Become knowledgeable in and appropriately enforce the terms of the Lease Agreement and House Rules. Document any tenant non-compliance and evict non-compliant tenants (with supervisor's approval).
- Become knowledgeable in government subsidy program regulations (i.e. Tax Credit, HOME, and AHP), while adhering to statutory regulations and deadlines.
- Become knowledgeable in Fair Housing regulations and procedures and strictly adhere to them.
- Coordinate Project-Based Section 8 with the Regional Housing Authority of Sutter and Nevada Counties (RHASNC).
- Receive and process applications, maintain and regularly update applicant waiting lists. Notify all applicants of the disposition of their applications after final screening.
- Execute lease agreements and all other official documents after written approval of the application by Community Manager and Compliance Specialist.
- Complete initial certification and annual re-certification procedures for all residents.
- Perform initial and ongoing occupancy orientation with all residents, especially regarding House Rules. Perform all move-in and all subsequent inspections in a timely manner.
- Serve 3-day notices to pay rent or quit and 30 day/ 60 day notices to vacate. Receive notices from and inform departing residents of their rights and responsibilities upon termination of tenancy.
- Maintain, submit, and reconcile monthly cash receipts journals and tenant accounts. Prepare rent rolls and reconciliation reports per established deadlines. Collect, receipt and deposit all funds received for rent, security deposits, and other funds, and post and maintain individual tenant ledger accounts. Manage a petty cash account for minor project expenses.



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### JOB FUNCTIONS

#### Essential Responsibilities:

- Implement the basics of the preventive maintenance plan. Ensure that the grounds, common areas, and laundry room are monitored daily for litter and that all walkways are clear of debris and trip hazards. Perform walk-around inspections to identify the tasks necessary to keep the grounds and buildings looking their best and monitor to ensure that grounds are quiet and secure, per House Rules.

#### Essential Duties:

- Receive, document, and appropriately respond to all requests for maintenance, complaints and problem situations.
- Ensure general daily cleaning of the Community Room and empty all trash containers.
- Ensure that basic repairs, painting, and turnovers of vacant apartments are completed in a timely manner. Assist with turnover work if needed.
- Coordinate maintenance activities with RHASNC.
- Arrange and schedule, in coordination with RHASNC, the work of subcontracted onsite vendor services, confirming that all work ordered has been completed satisfactorily.
- Inform the CHIP Community Manager in advance if you are leaving the Live Oak area during designated office hours or while on-call, to ensure adequate back-up coverage.
- Be willing to share on-call responsibilities with other staff and respond to emergencies in a timely manner.

### REQUIRED KNOWLEDGE AND SKILLS

- Experience in property management strongly preferred.
- Fluent in speaking and writing English.
- Must become Tax Credit certified within 6 months of hire. (Agency pays for certification).
- Able to operate Windows-based computer programs, including Microsoft Office & Outlook.
- Capable of utilizing internet-based property management software (after being trained).
- Courteous, tactful, diplomatic, and appropriate in interactions with coworkers, tenants, and vendors; accepting of cultural diversity and the economic and social situations of low income individuals and families.
- Must be well organized, self-motivated, and able to work with minimal supervision to prioritize, juggle, and complete tasks in timely manner.



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### REQUIRED KNOWLEDGE AND SKILLS

- Ability to do creative thinking, problem solving, and conflict resolution as an individual or as part of a team.
- Ability to appropriately represent the community & CHIP to the public and potential applicants.
- Ability to complete accounting and bookkeeping tasks.

### QUALIFICATIONS AND EDUCATION

- High school education or equivalent
- Must have reliable vehicle, current valid California Driver's license and be insurable under the criteria established by CHIP's general liability carrier. Must provide current proof of insurance at the levels specified by the CHIP travel policy.

### PHYSICAL REQUIREMENTS

See Attached

Reasonable accommodations as required by the Americans with Disabilities Act (ADA) will be made available as necessary. Requires successful completion of a conditional offer physical examination conducted by Enloe Occupational Health Center.

### WORKING CONDITIONS

See Attached

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<b>DEPARTMENT</b>	Property Management	<b>REPORTS TO</b>	Community Manager
<b>REVIEWED BY</b>	Wendy Phillips	<b>TITLE</b>	Director of Property Management
<b>APPROVED BY</b>	Kris Zappettini	<b>TITLE</b>	Interim President
<b>DATE DEVELOPED</b>	May 18, 2016	<b>DATE REVISED</b>	March 19, 2018
<b>SUPERVISOR'S SIGNATURE</b>			
<b>EMPLOYEE SIGNATURE</b>			

Employment with CHIP is at will for the employee and the employer. CHIP is an equal opportunity employer.

Community Housing Improvement Program, Incorporated (CHIP) is a private, non-profit corporation, which has been in business since 1973. CHIP's mission is to improve, expand and provide housing and related services to Butte, Glenn, Tehama, Shasta, Yuba, Sutter and Colusa Counties and other areas of northeastern California.

**Physical Demands and Working Conditions Assessment**

Position Title:	<b>Resident Manager</b>	
Date:	<b>6/23/2017</b>	
<b>Activity Requirements (check as many as may apply)</b>		
x	Standing	Standing is required for sustained periods of time.
x	Walking	Workers are required to move about on foot to accomplish tasks, particularly for long distances or to move from one work site to another.
	Balance	Workers are required to maintain balance when walking, standing or crouching, even on narrow, slippery or moving surfaces. Check only if the amount of balancing required could be considered excessive or out of the ordinary.
x	Climbing	Workers are required to go up and/or down stairs, ladders, scaffolding, poles, etc. using their feet/legs and/or hands/arms. Check only if the amount and kind of climbing required could be considered excessive or out of the ordinary.
	Reaching	Requires workers to extend their hands/arms in any direction.
x	Stooping	Workers are required to bend down and forward from the waist. Check only if a considerable amount of stooping occurs and if it requires full motion of the legs, feet and back muscles.
x	Kneeling	Requires bending legs at the knee to come to a rest on knee(s).
x	Crouching	Requires bending the body downward and forward by bending the leg(s) and spine.
x	Crawling	Workers are required to move about on hands/knees or hands/feet.
x	Pulling	Requires using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.
x	Pushing	Requires using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
x	Lifting	Workers are required to raise or lower objects or move objects from place to place. Check only if considerable lifting is required and includes substantial use of upper arms/hands and back muscles.
x	Fingering	Requires picking up, pinching, twisting, typing or working primarily with fingers (as opposed to working with the whole hand).
x	Grasping	Workers are required to hold onto objects with their fingers/palms.
x	Talking	Requires workers to express themselves by speaking. Includes conveying detailed or important spoken instructions accurately, loudly, or quickly.
x	Hearing	Workers are required to distinguish sounds at normal levels (with or without correction) and be able to receive detailed information orally, and to discriminate between sounds.
x	Repetitive Motion	Requires workers to move their wrists, hands, and/or fingers repetitively.
	Other	
<b>Physical Requirements (check only one)</b>		
	Sedentary Work	Requires workers to expend up to 10 pounds of force occasionally and/or smaller amounts of force frequently. The force is used to lift, carry, pull or otherwise move objects. Jobs are considered sedentary if walking and standing are required only occasionally.
	Light Work	Requires workers to expend up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or smaller amounts of force frequently. NOTE: If the work requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
x	Medium Work	Requires workers to expend up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force routinely.
	Heavy Work	Requires workers to expend up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force routinely.

**Physical Demands and Working Conditions Assessment**

	Very Heavy Work	Requires workers to expend over 100 pounds of force from time to time and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force routinely.
	Other	
<b>Visual Requirements (check only one)</b>		
x		Workers are required to perform activities such as: preparing/analyzing data/figures; viewing a computer screen; reading; inspecting small objects for defects, operating machinery; using gauges and other measuring devices; and/or assembling parts with close eye contact.
		Workers are required to perform activities such as: operating machinery and/or power tools at or within arm's reach; performing non-repetitive tasks such as carpentry, plumbing, painting, and repairing machinery.
		Workers are required to operate motor vehicles and/or heavy equipment such as forklifts, backhoes, and/or bulldozers.
		Workers are required to review/inspect their assigned work, the work of others, or facilities or structures.
	Other	
<b>Working Conditions (check as many as may apply)</b>		
x		Workers are subjected to inside environmental temperature changes.
		Workers are subjected to outside environmental factors with no structural protection from the weather.
x		Workers are subjected to both inside and outside environments.
		Workers are subjected to extreme temperatures that are typically below 32 degrees for more than one hour at a time. May be subjected to other environmental conditions, such as wind and humidity.
		Workers are subjected to extreme temperatures that are typically above 100 degrees for more than one hour at a time. May be subjected to other environmental conditions, such as wind and humidity.
		Workers are subjected to excessive noise including enough noise to cause workers to shout in order to be heard above the ambient noise level.
x		Workers are subjected to vibrations and/or oscillating movements of the hands/arms, legs/feet, or whole body.
x		Workers are subjected to hazards such as: operation of and/or proximity to machinery with moving parts; moving vehicles; high voltage electricity; scaffolding/high places; and/or high heat or hazardous chemicals.
		Workers are subjected to atmospheric conditions that affect the respiratory system of the skin such as fumes, odors, dust, mists, gases and/or poor ventilation.
		Workers are frequently in close quarters such as: crawl spaces, shafts, manholes, small-enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.
		Workers are required to function in narrow aisles or passageways.
		None. The worker is not substantially exposed to adverse environmental conditions (normally engages in typical office or administrative work).
	Other	
<b>Approvals</b>		
Supervisor:		
Program Director:		
H.R. Staff		