



Community Housing Improvement Program

JOB DESCRIPTION

JOB TITLE	Community Manager	LOCATION	Main Office/Property Sites	
DEPARTMENT	Property Management	REPORTS TO	Director of Property Management	
TYPE OF POSITION	<input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Exempt		HOURS	40 per Week

JOB PURPOSE

- To supervise on-site management for approximately half of CHIP’s rental housing portfolio.
- To ensure that properties are managed in accordance with our values of creating safe and healthy communities, and in compliance with lender regulations, program rules, and Fair Housing requirements.
- To ensure that properties are operating in a fiscally and physically sound manner.
- To promote CHIP and its mission, and represent the company in a professional manner at all times.

JOB FUNCTIONS

Personnel Management

- Take a lead role in hiring, orientation & training for Resident Managers in your portfolio.
- Provide direct supervision and support of Resident Managers at each site through scheduled monthly site visits, consistent file reviews, and monthly work plans, including outcomes that address short and long-term priorities.
- Ensure that Resident Managers receive initial and ongoing training to enable them to properly perform their duties, including compliance with all applicable laws and regulations.
- Model solution-oriented communication and teamwork and encourage same from all staff.
- Ensure all administrative paperwork involving personnel is handled in a timely manner (i.e. time sheets, leave request forms, etc...).
- Work with staff supervised to implement Employee Development Plans throughout the year.
- Ensure employee performance issues are addressed in a timely manner and implement disciplinary action as needed, in consultation with Director of Property Management and H.R. Specialist.

General Management

- Empower and enable Resident Managers to make decisions and be the recognized authority for the property.



Community Housing Improvement Program

JOB DESCRIPTION

JOB TITLE	Community Manager	LOCATION	Main Office/Property Sites
DEPARTMENT	Property Management	REPORTS TO	Director of Property Management

- Allow the Resident Managers to be the primary contact with residents, only intervening when the Manager has exhausted all of their options.
- When escalated, address residents' concerns/ complaints in a timely manner to ensure compliance with grievance processes and good management practices.
- Ensure proper preparation for and response to all emergencies at your properties.
- Respond to emergencies and property operations *in the absence of staff* that report to you, ensuring that your assigned cell phone is with you and answered at all times unless a relief staff person has been assigned to your portfolio.
- Assure compliance with the responsibilities of possessing a Real Estate Sales License.

Administration/ Compliance

- Attend and participate in weekly Property Management staff meetings.
- Participate in short term and long term planning for the department, including development of policies & procedures.
- Ensure all properties comply with legal and internal procedural requirements.
- In coordination with the Compliance Specialist and Director of Property Management, develop the agendas and lead monthly Resident Managers' meetings.
- Along with the Compliance Specialist, ensure that the portfolio complies with local, state and federal regulations as well as specific subsidy program requirements.
- Work with Compliance Specialist and Resident Managers to prepare for audits and inspections.
- Become proficient in the use of BostonPost Property Management Software.

Leasing/Occupancy

- Ensure that each property is rented to its fullest capacity.
- Provide guidance to Resident Managers on analysing market competition and utilizing marketing strategies to attract prospective residents.
- Provide training and guidance to Resident Managers on maintaining their waiting list, screening applicants, and providing complete and accurate applications to Compliance Specialist for review.
- Review all legal notices produced by Resident Managers to ensure compliance with Lease, House Rules, and all applicable laws.
- Support rent up process for any new properties brought into the portfolio.
- Continually monitor performance metrics for properties managed, including occupancy rate, collection rate, days vacant, etc... and work to achieve annual and long-term goals.



Community Housing Improvement Program

JOB DESCRIPTION

JOB TITLE	Community Manager	LOCATION	Main Office/Property Sites
DEPARTMENT	Property Management	REPORTS TO	Director of Property Management

Financial

- Review and approve all property invoices for semi-monthly check processing.
- Ensure monthly submission of rent, proper accounting for petty cash, timely submission of invoices to accounting, and all other financial duties performed by Resident Managers.
- Review properties' monthly financial statements to ensure income and expenses are on track.
- Give input into annual operating and capital budget for each property, and collect input from Resident Managers and Maintenance staff.

REQUIRED KNOWLEDGE AND SKILLS

- Skills and experience in property management, supervision of staff, and development and implementation of policies and procedures.
- Ability to problem solve with sometimes-complex scenarios.
- Familiar with government subsidy programs and regulations such as TCAC, HUD Section 8, HOME, AHP, etc. Familiar with Fair Housing laws. Willing and able to attend appropriate training workshops and maintain required certifications.
- Excellent verbal and written communication skills
- Proficient in speaking and writing in English.
- Ability to juggle multiple tasks and responsibilities and prioritize your work.
- Ability to act honestly, openly, and transparently, both internally and externally.
- Ability to work closely with colleagues throughout the organization to sustain high levels of coordination, efficiency, and an environment focused on results, accountability, and the highest levels of service.
- Ability to use a variety of decision-making styles to meet situational needs.
- Ability to appropriately delegate responsibility.
- Ability to work independently while maintaining focus on overall goals
- Computer literate in Microsoft Word, Excel, and Outlook. Able to utilize property management software.
- Ability and willingness to travel (drive) extensively for property visits. Entire portfolio extends from Redding to Marysville.



Community Housing Improvement Program

JOB DESCRIPTION

JOB TITLE	Community Manager	LOCATION	Main Office/Property Sites
DEPARTMENT	Property Management	REPORTS TO	Director of Property Management

QUALIFICATIONS AND EDUCATION

- Must hold a California Real Estate Sales License. If not, then must secure a license within 12 months of hire date. Licensing courses and exam will be paid for by CHIP, if needed.
- A Bachelor's degree is preferred, but experience in Property Management will be strongly considered in lieu of a degree.
- 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



Community Housing Improvement Program

JOB DESCRIPTION

JOB TITLE	Community Manager	LOCATION	Main Office/ Property Sites
DEPARTMENT	Property Management	REPORTS TO	Director of Property Management
REVIEWED BY	Wendy Phillips	TITLE	Director of Property Management
APPROVED BY	Kris Zappettini	TITLE	Interim President
DATE DEVELOPED	May 18, 2016	DATE REVISED	July 2, 2018
SUPERVISOR'S SIGNATURE			
EMPLOYEE SIGNATURE			

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:	Office Staff	
Date:	6/17/2014	
Activity Requirements (check as many as may apply)		
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.
X	Reaching	Requires workers to extend their hands/arms in any direction.
	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.
	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.
	Crawling	Workers are required to move about on hands/knees or hands/feet.
	Pulling	Requires using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.
	Pushing	Requires using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
	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 detail information orally, and to discriminate between sounds.
X	Repetitive Motion	Requires workers to move their wrists, hands, and/or fingers repetitively.
	Other	
Physical Requirements (check only one)		
X	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.
	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.

Physical Demands and Working Conditions Assessment

	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.
	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
Visual Requirements (check only one)	
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
Working Conditions (check as many as may apply)	
X	Workers are subjected to inside environmental temperature changes.
	Workers are subjected to outside environmental factors with no structural protection from the weather.
	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.
	Workers are subjected to vibrations and/or oscillating movements of the hands/arms, legs/feet, or whole body.
	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.
X	None. The worker is not substantially exposed to adverse environmental conditions (normally engages in typical office or administrative work).
	Other
Approvals	
Supervisor:	
Program Director:	
H.R. Staff	