



Community Housing Improvement Program

JOB DESCRIPTION

DEPARTMENT	Property Management	LOCATION	Chico / Red Bluff
JOB TITLE	Property Management Assistant	REPORTS TO	Resident Manager
TYPE OF POSITION	<input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Non-Exempt	HOURS	40 per Week

JOB PURPOSE

- To provide support to the Resident Managers of East of Eaton Apartments, Brickyard Creek Apartments, and the Property Management Department.
- To consistently adhere to all regulations and maintain compliance for property.

JOB FUNCTIONS

Essential Responsibilities:

Under guidance of the Resident Manager:

- Assist with maintaining all tenant files and related documents in well-organized, approved order.
- Uphold subsidy program regulations, while adhering to statutory regulations and deadlines.
- Strictly adhere to Fair Housing regulations and procedures.
- Receive and process applications.
- Maintain and regularly update applicant waiting lists.
- Schedule appointments for certifications, re-certification, and inspections.
- Complete certification, re-certification and inspection procedures on all residents.
- Perform initial and ongoing occupancy orientation with all new residents, especially regarding House Rules.
- Perform and or assist with the move-in and subsequent inspections in a timely manner.
- Organize and file paperwork. Scan invoices to accounting.
- Put work orders into the computer system.
- In the absence of the Resident Manager, 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.
- Any other duties that are assigned by the Resident Manager or Community Manager.

Essential Duties:

- Assist the Resident Manager with receiving, documenting, and appropriately responding to all requests for maintenance, complaints, and problem situations.
- Assist the Resident Manager to ensure that the grounds, common areas, and laundry room are monitored daily for litter. Assist with cleaning the Community room, laundry room and emptying of all trash containers.
- Assist with the provision of resident services for the tenants.



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REQUIRED KNOWLEDGE AND SKILLS

- Excellent verbal and written communication skills.
- Represent the company in a professional manner at all times.
- Courteous, tactful, diplomatic, and appropriate in interactions with coworkers, tenants, and vendors, demonstrating acceptance of cultural diversity and the economic and social situations of low-income families.
- Must be well organized, self-motivated, and able to work with minimal supervision to prioritize, juggle, and complete tasks in timely manner.
- Must be able to work effectively in a team environment.
- Computer literate in Word and Excel. Ability to access and efficiently utilize online data systems.

QUALIFICATIONS AND EDUCATION

- High school education or equivalent.
- Must become knowledgeable in the use of web-based programs such as Bostonpost.
- 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

REVIEWED BY	Wendy Phillips	TITLE	Director of Property Management
APPROVED BY	Kris Zappettini	TITLE	Interim President\CEO
DATE DEVELOPED	November 26, 2018	DATE REVISED	December 3, 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:	Resident Manager	
Date:	6/1/2017	
Activity Requirements (check as many as may apply)		
<input checked="" type="checkbox"/>	Standing	Standing is required for sustained periods of time.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Kneeling	Requires bending legs at the knee to come to a rest on knee(s).
<input checked="" type="checkbox"/>	Crouching	Requires bending the body downward and forward by bending the leg(s) and spine.
<input checked="" type="checkbox"/>	Crawling	Workers are required to move about on hands/knees or hands/feet.
<input checked="" type="checkbox"/>	Pulling	Requires using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Pushing	Requires using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Fingering	Requires picking up, pinching, twisting, typing or working primarily with fingers (as opposed to working with the whole hand).
<input checked="" type="checkbox"/>	Grasping	Workers are required to hold onto objects with their fingers/palms.
<input checked="" type="checkbox"/>	Talking	Requires workers to express themselves by speaking. Includes conveying detailed or important spoken instructions accurately, loudly, or quickly.
<input checked="" type="checkbox"/>	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.
<input checked="" type="checkbox"/>	Repetitive Motion	Requires workers to move their wrists, hands, and/or fingers repetitively.
	Other	
Physical Requirements (check only one)		
	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.
<input checked="" type="checkbox"/>	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	
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.
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	
Approvals		
Supervisor:		
Program Director:		
H.R. Staff		