



# BURBANK HOUSING MANAGEMENT CORPORATION

790 Sonoma Avenue • Santa Rosa, CA 95404 • [bhmc@burbankhousing.org](mailto:bhmc@burbankhousing.org)  
(707) 526-9733 • Fax (707) 526-2562

## **JOB ANNOUNCEMENT**

### **Affordable Housing Resident Manager & Maintenance Technician Calistoga, California (Napa County)**

#### **OPEN RECRUITMENT**

Burbank Housing is currently seeking an experienced individual to provide On-Site Property Management and Property Maintenance for a 24-unit family community located in Calistoga, California. This full-time position (40 hours per week) requires a Resident Manager with experience in Tax Credit administration who can also provide maintenance and minor repair services on the property. It is anticipated that the position will be 50% residential management/operations and 50% property maintenance. A minimum of 3 years of experience in affordable housing property management is required. Experience and skill in apartment maintenance is essential. The starting wage ranges from \$15.00 to \$16.50 per hour depending upon the qualifications and experience of the candidate. The Resident Manager is provided a rent-free, two-bedroom apartment in the community.

Located in Napa County, only households earning income no higher than 80% of the average median income (AMI) for Napa County are eligible for residency in the Palisades community. The Resident Manager unit is also subject to this income limitation. Maximum Income for a single-person household is \$47,000; two-person household is \$54,400; three-person household is \$61,200, and maximum household income for a family of four is \$68,000. Income is subject to verification and the Resident Manager's annual household income (including wages paid for this position) cannot exceed those amounts. Spanish/English bi-lingual skills are a strong plus.

To apply, submit your resume to Burbank Housing Human Resources

- \* Email: **[HR@BURBANKHOUSING.ORG](mailto:HR@BURBANKHOUSING.ORG)**
- \* Fax: **(707) 636-0394**
- \* U.S. Mail: **HUMAN RESOURCES, 790 SONOMA AVENUE, SANTA ROSA, CA 95404**

This recruitment will remain open until filled. Please see our website at [WWW.BURBANKHOUSING.ORG](http://WWW.BURBANKHOUSING.ORG) for more information about Burbank Housing and its communities.

The Resident Manager is responsible for oversight of the daily operations of the Palisades community. The responsibilities include but are not limited to reviewing applications for potential tenants, interviewing prospective tenants and preparing compliance-detailed documentation, renting apartments, collecting rents and deposits, investigating and resolving tenant complaints and issues, preparing deadline-driven reports, providing on-site maintenance of property, overseeing the use of community and/or multi-purpose room and all common areas.



**Examples of the Property Management responsibilities may include:**

- Distributing and collecting apartment applications, verifying applications and showing available units;
- Completing rental agreements, accepting deposits and rents, answering telephone and in-person inquiries and making appointments to show vacancies;
- Conducting interviews with prospective applicants to determine eligibility
- Executing receipts of payments, serving late notices and collecting late rents and fees;
- Serving tenant warning notices, 3-Day notices, 10-Day notices and 30-Day notices;
- Maintaining rent collection records, compiling rent changes and increase notices;
- Enforcement of rules, accepting repair requests and providing access for maintenance workers, etc.

**Examples of the On-Site Maintenance responsibilities may include:**

- Cleaning vacant units and common areas;
- Full unit turns, following established Burbank Procedures;
- Measuring, removing and installing window coverings;
- Replacement of exterior light bulbs, draining water heaters and checking water pressure levels;
- Moderate plumbing, carpentry and electrical repairs;
- Replacement of door locks and replacement or copying keys;
- Exterior touch-up painting and all interior painting;
- Off-hour on call availability for emergencies.

**Education and/or Experience:** The successful candidate will have at least 3 years experience managing a large apartment complex. Experience in subsidized affordable housing is preferred. College level property management course work is valuable and preferred. The candidate must have a basic understanding of residential and janitorial maintenance needs and demonstrate strong problem-solving skills and an ability to independently address minor maintenance issues similar to those set out above.

**General Job Knowledge and Professional Skills:**

- \* Commitment & enthusiasm towards achieving Burbank Housing's mission to provide quality affordable housing to low-income individuals of all ages and backgrounds.
- \* Ability to work cooperatively and effectively with a diverse group of people.
- \* Strong oral and written communication skills.
- \* Basic computer skills and ability to communicate through email.
- \* Strong time management skills and ability to multi-task

**Language Skills:**

- \* Ability to read and interpret rental agreements, government regulations and budgets.
- \* Ability to write effective and professional business correspondence.
- \* Ability to effectively communicate information and respond to questions from groups and individuals.
- \* Fluency in the Spanish language is not required but provides an enormous advantage.