



**BURBANK HOUSING PROPERTY CORPORATION**

**Job Description - Assistant Resident Manager  
Deadline – open until filled**

The Assistant Manager is responsible for assisting the Resident Manager in the daily operations of the apartment complex. The responsibilities include but are not limited to: assisting with the completion of documentation for resident files and/or property management, answering incoming phone lines, filing, posting of rent bills, interacting with residents and walk-in inquiries. The Assistant Resident Manager takes on all the responsibilities of the Resident Manager when the Resident Manager is absent. This position is divided between two properties, one in Santa Rosa and the other in Sebastopol. The Assistant Resident Manager position is full-time and includes benefits and a rent- & utility-free unit on the property in Sebastopol.

**Primary Duties and Responsibilities**

- Review tenant applications for eligibility; maintain and purge waiting lists; show available units.
- Follows Burbank Housing's procedure for processing eligible applicants within the program guidelines attached to the property (i.e. TCAC, CHFA, HUD, RHCP). Works diligently to ensure that all new move-in files are complete and orderly.
- Attends training as needed and recommended by Burbank Housing. This training may require overnight stays out of town.
- Walks property at least twice per day (once in the morning and once in the evening) to assure residents of management presence and to monitor the overall appearance of the property.
- Attends regular in-house training and informational meetings offered by Burbank Housing.
- Ensures that vacant units are "turned" in the fastest possible time by monitoring timeliness of vendors and maintenance staff. Walks vacant unit daily to monitor progress of turn.
- Keeps property vacancy loss to a minimum by processing multiple applicants simultaneously upon receipt of notice of intent to vacate by current resident.
- Distributes rent bills, collects rent and security deposits for submittal to accounting department. Works with Burbank Housing accounting staff to facilitate smooth accounting procedures; fills out Tenant Status Change Orders in a timely manner.
- Completes lease forms, outlines conditions and terms of occupancy with new residents and completes relevant paperwork.
- Performs annual re-certification of tenants; completes required weekly reports, monthly reports, ticklers and compliance reports.
- Cooperates with Compliance department staff in submitting requested information for audits, inspections and annual reports for lenders and regulatory agencies.
- Instructs tenants in emergency procedures, appliance use, and property rules.
- Investigates tenant complaints and resolves tenant issues, prepares written incident reports, prepares and serves tenant warning notices, 3-Day notices, 10-Day notices, and 30-Day notices, appears in eviction proceedings, and maintains a daily Manager's log.
- Shows vacant units and applies BHMC approved marketing strategies to reduce vacancy loss.
- Conducts annual unit inspections, walk through of vacated units assessing any damage, cost of repairs, and arrange turnover repairs. Prepares security deposit refund statements and submits to Burbank Housing accounting department for disbursement in accordance with lease provisions.
- May need to act as a repair person in an emergency.
- Provide local information of available nearby schools, shopping malls, recreational facilities, and public transportation.
- Oversees, coordinates, and maintains calendar of events and users for multi-purpose room and computer room use.
- Works in cooperation with Service Coordinators.
- Other duties as assigned.

**Requirements**

- Commitment & enthusiasm towards achieving Burbank Housing's Mission and Vision Statements.

- Ability to work cooperatively and effectively with a diverse group of people.
- Strong oral and written communication skills.
- Strong time management skills and ability to multi-task.
- At least 2 years office experience or experience assisting in the management of an apartment complex, preferably in subsidized housing.
- Possession of a valid California Drivers License, a good driving record and automobile insurance per requirements of the State of California.
- Working knowledge of computer software and systems: Windows XP, Word, Outlook & Excel
- Must be detail oriented, well organized and sensitive to the needs and concerns of tenants and staff.
- Clean or acceptable criminal background history for employee and adults age 18 years and older who reside with employee.

**Language Skills**

- Ability to read and interpret rental agreements, government regulations, and budgets.
- Ability to write effective business correspondence.
- Ability to effectively communicate information and respond to questions from groups and individuals.

For this position the following application must be completed: Burbank Housing Employment Application  
All applicants must also submit a resume and a cover letter of interest.

**Burbank Housing is an Equal Opportunity Employer**