



**BURBANK HOUSING PROPERTY CORPORATION**

## **Job Description - Resident Manager – Senior Community in Healdsburg Deadline – open until filled**

The Resident Manager is responsible for oversight of the daily operations of this apartment complex. The responsibilities include but are not limited to: reviewing applications for potential tenants, rents or leases apartments, collection of rents and deposits, oversees use of community room, multi-purpose room, coordinates maintenance of property, investigates and resolves tenant complaints and issues, prepares necessary reports, and supervises on-site staff. This position is 40 hours a week with full benefits and includes a 1 bedroom unit.

### **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 (e.g. 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.
- 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 Burbank Housing accounting department. Works with Burbank Housing accounting staff to facilitate smooth accounting procedures; fills out Tenant Status Change Orders in a timely fashion.
- Completes lease form, outlines conditions and terms of occupancy with new resident and completes relevant paperwork.
- Performs annual re-certification of tenants, completes required weekly reports, monthly reports, ticklers and compliance reports.
- Cooperates with compliance staff in submitting requested information for audits, inspections and annual reports for lenders and regulatory agencies.
- Supervises on-site staff, providing constant feedback through verbal and written communications, participates in annual performance reviews, sets priorities and goals, collects time sheets, and oversees work.
- 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 approved marketing strategies to reduce vacancy loss.
- Conducts annual unit inspections and walk through of vacated units assessing any damage, cost of repairs, and arranges turnover repairs. Prepares security deposit refund statements and submits to Burbank Housing accounting department for disbursement in accordance with lease provisions.
- With the Maintenance Manager and Property Management Coordinator, schedules maintenance staff, engages subcontractors in repairing plumbing or electrical malfunctions, painting of apartments or buildings, and maintaining landscaping or gardening work, and prepares maintenance work orders for all maintenance work to be performed.
- 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 Coordinator staff.
- 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 3 years experience managing a large apartment complex, subsidized housing experience preferred.
- Real Estate license or college level property management course work is preferred.
- 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: Excel, Word, Windows XP, e-mail.
- 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**