



Housing Authority
of the
County of Tulare

CLASSIFICATION: RESIDENT MANAGER

RESPONSIBLE TO: AREA MANAGER

DEFINITION: Responsible for supervising all operations of the rental community on a daily basis while under the supervision of the area manager. Work performance will be subject to observation, review and inspection. The resident manager is a critical link between residents, prospective residents, the Housing Authority, vendors/contractors, and the surrounding community. The scope of work consists mostly of establishing tenant eligibility, monitoring tenant files, collecting rents, preparing reports, leasing apartments, unit turnover, resident retention, income/expense control, inventory and marketing. This is considered a professional position.

EXAMPLES OF DUTIES: Walks grounds, common areas and recreation areas as needed to maximize curb appeal and overall community appearance, maintain preservation of asset. Shows and leases available units to prospective residents, visitors or other groups of interest. Verifies and calculates new-resident incomes upon initial occupancy and annually thereafter for recertification. Markets the community through mediums, businesses and in accordance with the marketing plan. Maintains on-call capability to ensure emergency coverage of the property at all times (with staff assistance). Performs all tasks and duties in a safe and efficient manner. Notifies the area manager in the event of uncertainty. Performs other related duties and additional tasks as requested by the area manager. Cleans the community center. Maintains compliance standards within the Tax Credit Program, and other applicable programs' requirements. Maintains lock-down procedures for the community to secure all amenities/open common buildings. Assumes responsibility for the community and remains accountable for actions involving the property. Collects rents and tracks delinquent rents. Reviews budgets with area manager. Maintains a petty cash fund of \$100. Prepares all necessary reports, data sheets and legal forms as required. Reports all accidents/incidents involving the property to the area manager as soon as possible. Recommends improvements for the property through the area manager. Schedules units for turnover procedures, including in-house maintenance tasks. Upon move-out, units should be turned to "rent-ready" show condition three days after move-out.

EDUCATION/EXPERIENCE: Two years' experience in property management work, or in other business activities, wherein the type and level of responsibilities are comparable to those of a resident manager. Equivalent to completion of the twelfth grade.

KNOWLEDGE OF: Working knowledge of California State tenant/landlord and fair-housing laws, basic understanding of building maintenance and trouble shooting/repair, basic landscaping concepts, basic accounting/budgeting, basic understanding of human resources, staffing and employee supervision.

**Housing Authority of the County of Tulare
Resident Manager (Continued)**

SKILLS TO: Capability to follow oral and written instructions, balance and total financial/accounting reports, perform follow-up tasks, establish priorities and meet deadlines, schedule short- and long-term plans, review budgets, interact with the public, represent the community, produce effective marketing and leasing techniques, and ability to be trained on new tasks and duties.

DESIRABLE QUALIFICATIONS: Knowledge of Tax Credit Program compliance requirements; computer experience.

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a computer keyboard, calculator, business phone and fax machine, copy machine, two-way radio and other office equipment; good eyesight to read/write and visually use a computer screen; strength and flexibility in order to bend, reach, stoop and lift supplies and equipment weighing up to 40 pounds; good hearing to accommodate and greet persons coming into the office and to handle telephone conversations; clear speech and verbal skills in order to communicate with the public and co-workers; mobility to enter and exit housing units to perform physical inspections, serve notices and supervise maintenance employees; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTIFICATIONS: A valid California driver's license.