

JOB DESCRIPTION

Resident Manager

BASIC FUNCTIONS

- Responsible for the physical maintenance and to maximize the financial returns of the project in accordance with the owner's objectives.
- Assists the property manager with special projects and administrative tasks,
- Complies with policies and procedures.
- Responsible for maintaining the project in safe, attractive, and comfortable conditions.
- Ensures project compliance with LIHTC policies and any other housing assistance programs specific to the project, federal and state housing laws, fair housing laws, and company policies and procedures.
- Ensures project staff (if any) performance duties on a timely basis.
- Assume a leadership role in developing community resources for a range of programs to benefit the tenants, including elderly programs.

RESPONSIBILITIES

The tasks and activities listed here are not all inclusive. However, they are indicative of the types of responsibilities normally performed by this position.

MAINTAINING THE PHYSICAL ASSET

- Supervise scheduling of maintenance work.
- Makes a regular follow-up inspection of all maintenance work performed at the property.
- Makes a regular daily inspection (walk) of building(s) and grounds.
- Ensure that these areas are kept clean and sanitary at all times.
- Prepares and/or coordinates all vacant apartment make-ready procedures.
- Makes a recommendation for physical repairs, replacements, and/or improvements.
- Makes a recommendation for supplies, materials, and equipment.
- Evaluates maintenance operations periodically to determine cost efficiency.
- Maintains all exterior and public lighting throughout the project.
- Maintains a clean, safe, and sanitary parking lot and common areas of the project.
- Picks up trash throughout the common grounds.
- Always on the alert for the unusual and take appropriate action.
- Notifies Property Manager of maintenance problems and recommended solutions.
- Makes a recommendation for contract services.
- Supervises any contract maintenance workers.
- Establishes preventative maintenance schedule.
- On call for any emergency, at any hour.
- If necessary, perform minor landscape and/or maintenance work at the project.

TENANT MANAGEMENT

- Responds to all resident complaints in an efficient, tactful and professional manner.
- Maintains a resident complaint and follow-up action log.
- Supervises move-in and move-out procedures.
- Completes move-in and checkout inspection form and provides the same to the Property Manager.

- Assists Property Manager with rental collections and follow-up with delinquent rents.
- Direct and set up tenant recreational and social activities.
- Establish tenant committees as part of a Tenant Association, under direction of the Property Manager.
- Establish procedures to use community resources to perform services for the elderly persons who need them, bearing in mind the priorities that have been established.
- Arrange for periodic fire drills to prepare tenants for fire emergencies.
- Counsel tenants to resolve problems with management, i.e., delinquent rents or to resolve problems with other tenants.

ADMINISTRATIVE

- Maintains project administrative duties
 - Maintenance of onsite property files and records,
 - Maintenance of current resident list with business, home, and emergency telephone numbers, and automobile registration.
 - Implement and comply with rigid controls with cash handling.
- Approves invoices for payment,
- Maintains daily Activity Log.
- Takes care of any emergency that may arise at the property at any hour.
- Communicates all problems and makes recommendations to the property manager for resolution of the same.
- Assists with any legal proceedings instituted by the property manager.
- Maintains inventory of equipment, tools, and supplies.
- Assists the property manager with resident eligibility, certification, and re-certification processing.
- Supervises staff training and development programs.

REQUIRED SKILLS / EXPERIENCES

- Minimum high school graduate.
- Prefer minimum one-year managerial experience, supervising three or more subordinates.
- Prefer minimum three (3) years full-time supervisory maintenance experience.
- Working knowledge of electricity, plumbing, and carpentry.
- Some knowledge of LIHTC compliance preferable but not necessary.

PERSONAL QUALIFICATIONS

- Willing to perform any task that is required,
- Exemplary safety habits.
- Must reside within the project in the resident manager's designated unit.
- Appearance compatible with image of the property, positive attitude, energetic, and assertive.
- Attentiveness to detail.
- Demonstrates integrity on personal as well as professional level.
- Ability to interact with a wide range of people.
- Ability and willingness to substitute for any positions as required by the project.
- Must have valid Hawaii Driver's license, proof of No Fault Insurance, and current automobile registration.
- Personal computer experience [Microsoft Office Word, Microsoft Excel, and Outlook preferred.
- Must be willing and able to work 40+ hours per week, including 24-hour emergency.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.