

Job Description (Specific to Live Oak Only)

Positional Title: *On-Site Property Manager*

Position Class: *Non-Exempt/Hourly*

Supervisory Responsibilities: *Housekeeper*

Reports to: *Director of Property Management/Regional Manager*

RCHDC On-Site Resident Manager

To organize and administer the day-to-day operations of the apartment complex, verify and process information required complying with government regulations. To enforce rules of occupancy in accordance with corporation policy, government regulations, and the project's management plan. To coordinate the offering of tenant services that address issues such as life skills, medical needs, employment assistance, and academic support to help build and sustain healthy communities and advance the overall quality of life.

Job Duties and Responsibilities

1. Show available units as county selects residents.
2. Follow RCHDC's procedure for processing eligible applicants within the program guidelines attached to the property (i.e. TCAC, HOME, HUD, Project Homekey, and USDA).
3. Works diligently to ensure that all new move-in files are complete and orderly.
4. Attends trainings as needed and recommended by RCHDC. These trainings may require overnight stays out of town.
5. 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.
6. Attends regular in-house training and informational meetings offered by RCHDC.
7. 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.
8. Distributes rent bills and collects rent for submittal to the accounting department; works with accounting staff to facilitate smooth accounting procedures.
9. Completes Program Agreements and lease forms, outlines conditions and terms of occupancy with new resident and completes relevant paperwork.
10. Instructs residents in emergency procedures, appliance use, and property rules.
11. Performs annual re-certification of tenants, completes required weekly reports, monthly reports, and quarterly reports as needed.

12. Cooperates with compliance staff in submitting requested information for audits, inspections and annual reports for lenders and regulatory agencies.
13. Investigates resident complaints and resolves resident issues, prepares written incident reports, prepares and serves resident warning notices, 3- day notices, 10-day notices, and 30-day notices, appears in eviction proceedings, and maintains tenant history logs. Communicates warnings and notices to county staff.
14. Conducts unit inspections, walk through of vacated units assessing any damage, cost of repairs, and arrange turnover repairs.
15. May need to act as a repair person in an emergency.
16. Provide local information of available nearby schools, shopping malls, recreational facilities, and public transportation.
17. Oversees, coordinates, and maintains calendar of events and users for multi-purpose room and computer room use where applicable.
18. Perform community service duties by assessing the community needs for the property and creating a service plan to implement programs based upon these needs. Establish collaborations with service providers, referring tenants to available service programs, resources, and agencies.
19. Participates in case conference meetings with residents when invited.
19. Other duties as assigned.