



Job Title	Resident Manager Sunset Garden – Part Time
Department	Housing
Salary Schedule	Range 13 Step A Includes 2 bedroom unit at the property

Summary: performs a wide variety to tasks relating to the Housing Authority's assisted housing program including conducting eligibility interviews and determining eligibility and rent; conducting formal briefings for eligible families; explaining housing programs to applicants, tenants, owners, property managers and other agencies; and preparing and executing the documents related to the above activities.

Supervision: Provided by the Director of Property Management

Essential Duties and Responsibilities: *The details below are intended to describe the general nature and scope of work being performed by incumbent. This is not a complete listing of all responsibilities and duties. Other duties may be assigned as necessary for the attainment of the goals of this agency:*

- ✓ Reside on the property (Sunset Garden – Heber)
- ✓ Provide and explain information on housing programs to prospective or current program clients; organize and disseminate information packets pertaining to housing programs
- ✓ Execute contacts with prospective and current clients; maintain detailed records relative to individual eligibility determinations - Generate statistics on caseload
- ✓ Conduct confidential interview with prospective and current clients to validate information submitted and clarify discrepancies - assure accurate and complete documentation
- ✓ Compute rent and other required computations for current and prospective clients and explain method of determination
- ✓ Conduct group briefing sessions to advise eligible applicants of program rules and housing search techniques

- ✓ Review correspondence from clients with unusual problems and resolve as appropriate; interview and advise clients regarding housing problems
- ✓ Refer clients to other agencies for assistance as appropriate; advise clients of appeal process
- ✓ Schedule and conduct move-in, annual, interim housekeeping or HQS inspections and orientations
- ✓ Prepare and process required documents for initial or continued participation in housing programs according to rules and regulations. Input information into computer. Coordinate with Accounting Department to assure timely processing of Housing Assistance Payments
- ✓ Compose tenant correspondence and notices
- ✓ Prepare program activity reports
- ✓ Work delinquent rent accounts, serve eviction notices, assist Director of Property Management in small claims court and court eviction procedures
- ✓ Must actively seek applicants and actively market the property to prospective tenants
- ✓ Perform clerical functions required for the completion of the above duties

Behavioral Competencies: *To perform the job successfully, an individual should demonstrate the following:*

- ✓ **Commitment:** Set high standards of performance for self and Team; pursue aggressive goals and work smart to achieve success
- ✓ **Customer Service:** Meet/Exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; communicate and act with customers in mind; and recognize working colleagues as customers
- ✓ **Effective Communication:** Ensure important information is passed to those who need to know; convey necessary information clearly and effectively, orally or in writing, demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively

Job Competencies:

- ✓ Abide by strict ethical standards, integrity objectivity and confidentiality when interacting colleagues, customers and in the course of all job duties
- ✓ Correct business correspondence skills; proper use of English and Spanish language
- ✓ Excellent communication skills, including interviewing skills in English and Spanish
- ✓ Interpret, understand, implement and explain provisions of Federal, state and local rules, regulations and guidelines relate to Housing Authority programs using tact, patience and courtesy
- ✓ Relate effectively and sensitively with a wide spectrum of socio-economically disadvantaged clients as well as establish and maintain cooperative working relationships with agency staff, owners, representatives from other agencies and the general public
- ✓ Attend a variety of seminars, workshops, conferences or training sessions related to housing programs
- ✓ Communicate clearly and graciously on the telephone
- ✓ Prepare complete, concise record reports and files and present written and oral reports as required
- ✓ Analyze situations accurately and adopt an effective course of action
- ✓ Exercise sound judgment in reviewing and screening income verification for rental assistance to determine eligibility
- ✓ Apply good time management skills in order to plan and meet set work deadlines
- ✓ Become familiar with housing standards and rental housing markets in Imperial Valley
- ✓ Efficient and accurate math calculations
- ✓ Knowledge of modern office practices and procedures and use of office equipment, including precise keyboarding skills, writing legibly and computer skills

- ✓ Excellent organizational and accurate record-keeping and filing procedure

EXPERIENCE AND EDUCATION:

Any combination of experience and education that could likely provide the required knowledge and abilities that would be qualifying. A typical way to obtain the knowledge and abilities would be a combination of:

Experience - One year of working in housing programs, social services, community organizations or other field requiring similar extensive contact with the public

Education - The equivalent to completion of twelfth grade supplemented by coursework in business and/or social services

Physical Demands: Requires prolonged sitting, standing, moderate amounts of mobility, frequent use of a keyboard, repetitive motion while at a workstation, ability to view reports and documents, transporting of items of up to 15 lbs.

Special Requirements: Possession of or ability to obtain immediately, a valid California Driver's License and be insurable under the agency's carrier. Provide proof of legal work status in the United States. Ability to communicate in Spanish