RESIDENT MANAGER
JOB DESCRIPTION FOR ASSISTED HOUSING

STATUS: Managerial/Professional; exempt from overtime; full time 40 hours per week

HOURS: Normally Monday through Friday, 8:00 AM to 5:00 PM with a one-hour meal break. However, Resident Manager and supervisor may agree on an alternative routine schedule as appropriate for the needs of the property. Additionally, it may be necessary to meet with prospects, residents, or others after regular hours in which case routine hours may be adjusted.

REPORTS: To Property Supervisor

SUMMARY

Manages all aspects of on-site operations of a multi-family housing project under the supervision of the appointed management company property supervisor in order to provide safe, decent, sanitary housing to tenants and to carry out the policies established by the owner through implementation of the duties outlines below. The manager will live on-site as a condition of employment.

I. MARKETING, LEASING, AND RETENTION

The goal is to obtain and maintain full occupancy.

A. MARKETING

Work with Property Supervisor to develop a marketing program for the community. The programs should consider:

1. Advertising: Newspapers, rental magazines, brochures, radio and television, billboards, yellow pages, direct mail, and internet. Consideration must be given to the operating budget.

2. Referral Programs: For residents, non-competitive apartment managers, selected merchants, direct mail, and real estate brokers.

3. Promotions: Emphasizing services, property appearance, dry cleaning services, airport shuttle
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services, social events, answering services, roommate promotions, etc.

B. LEASING

The goal is to obtain full occupancy with tenants suited to the community.

1. Learn the secrets of leasing – a positive image.
2. Do your homework – know your property and its competition.
3. Develop professional telephone techniques.
4. Develop sales techniques.
5. Learn how to show and sell.
6. Learn how to close.
7. Know how to overcome objections.
8. Develop a call-back program.

C. RETENTION

The goal is to retain all existing tenants which, of course, is not possible. It is, however, possible to retain many existing tenants through a designed and implemented program to keep tenants in place.

1. Make sure your daily maintenance program is implemented and that maintenance is accomplished on a one call basis with few exceptions and notify the tenant in writing.
2. Make your property a “community” where everyone feels welcome and safe.
3. Provide special and ongoing recreation programs for children residing in the community. Use outside agencies whenever possible to assist. Provide and maintain playgrounds that are well equipped for children of different ages.
4. Start working with each tenant 60 days before the expiration of their lease to have the lease renewed and the tenant continues in residence.
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5. Where practical and if necessary, offer inducements to continuing their residency by installing such things as ceiling fans or mini blinds. Offer to touch up the paint, clean the drapes, clean the carpet. All of these things are cheaper than having a move-out and paying advertising costs, selection time, repaint, re-carpet, cleaning the vacant unit, and loss of income while vacant.

II. SELECTING AND PROCESSING APPLICANTS FOR ASSISTED HOUSING

Properties managed by the Eugene Burger Management Corporation, regardless of whether they are conventional or assisted, do not discriminate on the basis of race, color, creed, religion, sex, national origin, familial or handicapped status in the admission or access to, or treatment of or employment in, its federally assisted programs and activities.

A. ASSISTED HOUSING

An assisted housing apartment, or a HUD apartment, means a multi-family housing complex regulated by the Department of Housing and Urban Development (HUD). The regulations that govern resident selection are so detailed and extensive that they require a separate EBMC manual.

The EBMC manual, titled Resident Selection Criteria, Policies and Procedures, sets forth the basic criteria, policies, and procedures that are to be followed in accepting applications, conducting interviews, obtaining, and verifying information from applicants for the purpose of:

1. Accepting applications and screening applicants.
2. Nondiscrimination and equal opportunity requirements.
3. Determining whether the household meets the conditions of eligibility for admission set forth in these procedures.
4. Applying the resident selection criteria contained in these procedures.
5. Determining the rent and security deposit to be charged.
6. Determining the type and size of apartment required.
7. Determining when applicants may be rejected.
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8. Procedures for selecting between current residents and applicants on the waiting list.

Resident Managers of assisted housing are to become thoroughly familiar with the policies and procedures detailed in the Resident Manager Manual and are to operate their projects in accordance with that manual.

III. COLLECT AND DEPOSIT RENTS

Resident Managers are responsible for collecting and depositing all rents and other income due the property.

A. RECEIVABLES

Properties with on-site computer systems are to follow the procedures detailed in the Accounting section of the EBMC Resident Manager Manual. These procedures were developed by EBMC and cover:

1. Daily income requirements.
2. The rent roll, summary, and recap.
3. Other monthly accounting reports.
4. Computer packets (for the home office).

IV. MAINTAIN AND REPAIR THE PROPERTY

Resident Managers are responsible for the maintenance and repair of their property. These duties include but may not be limited to:

A. CONDUCT PROPERTY INSPECTIONS

1. Daily property walk through.
2. Quarterly property inspection.
3. Annual apartment inspection.
4. Apartment turnover and inspection procedure.
5. Apartment maintenance checklist.
6. Resident Manager's daily inspection.
7. HUD physical inspections.
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B. CONTROL MAINTENANCE WORK ORDER SYSTEM

1. Control work flows to complete work in system.
2. Control work flows for incomplete work orders.

C. MAINTAIN CHART SYSTEM CONTROLS

1. Preventive maintenance program.
2. Apartment condition and status.
3. Property equipment and appliance service record.

D. MAINTAIN LANDSCAPE AND GROUNDS

1. Use of chemicals.
2. Landscape maintenance guide.
3. Landscape maintenance schedule.
4. Landscape maintenance contracts.

E. ATTEND TO SPECIAL ITEMS

1. Key systems and locks.
2. Inventories (maintain in writing with minimum reorder numbers).
3. Sanitation and pest control.
4. Independent contractors and maintenance contracts.
5. Apartment charge guide (bill back to residents when applicable).
6. Maintenance equipment list (include serial numbers where appropriate).
7. Maintenance staff training.

V. CONTROL PURCHASING AND CONTRACTING

Resident Managers are responsible for purchasing supplies and materials necessary for the property’s operation. They are also responsible for contracting for goods and services required in the property’s operation. These tasks include:

A. PURCHASING

1. Purchase in the name of the property.
2. Establish wholesale accounts (in writing).
3. Control and administer EBMC purchase order system.
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4. Establish EBMC stock control system.

B. CONTRACTING

1. Coordinate with Property Supervisor for any contract.
2. Evaluate type of contract to be let.
3. Establish terms and incentives.
4. Develop bid specifications.
5. Evaluate bids and let contracts.

VI. DISBURSE FUNDS AND RECORD ACCOUNTING TRANSACTIONS

A. ACCOUNTS PAYABLE

1. Develop master vendor list.
2. Process vendor forms for approval.
3. Post invoices and run reports.

B. GENERAL LEDGER

1. Oversee the primary input to the GL system: accounts receivable and accounts payable.
2. Review accuracy of the monthly output of the GL system: balance sheet, comparison to budget, check register, and general journal.

VII. OVERSEE SAFETY PROGRAMS

A. IDENTIFY RESPONSIBILITIES IN THE HEALTH AND SAFETY PROGRAM

B. IDENTIFY AND CORRECT USAGE AND UNHEALTHY CONDITIONS AND WORK PRACTICES

1. Conduct inspections.
2. Develop methods and procedures.
3. Conduct accident investigations.

C. CONDUCT HEALTH AND SAFETY TRAINING PROGRAMS

1. Develop the four types of job training (have approved by Property Supervisor).
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2. Conduct safety orientations for new employees.

D. DEVELOP AND OVERSEE SAFETY PROCEDURES FOR

1. General safety;
2. Housekeeping;
3. Tools;
4. Use of ladders;
5. Lifting, carrying, pushing, and pulling;
6. Fire and safety equipment and procedures;
7. Slips and falls;
8. Appliance handling;
9. Kitchen safety;
10. Office and clerical areas; and

E. DEVELOP SAFETY COMMUNICATIONS FOR

1. Safety Manager’s and Property Manager’s duties.
2. Safety agendas.

F. ESTABLISH EMPLOYEE COMMUNICATIONS BULLETIN BOARD

1. Select best location.
2. Post required postings.

G. SATISFY POSTINGS REQUIRED FOR NEVADA EMPLOYEES

1. Industrial relations posters.
2. Discrimination in employment poster.
3. Other required postings.

H. COMPLY WITH SAFE AND HEALTH WORK PRACTICE4S

VIII. ADMINISTER EBMC’S PERSONNEL POLICIES, PROCEDURES, AND PHILOSOPHY

Resident Managers often decide whether to hire contractors for services or to hire employees to perform services for their properties. Although these employees are hired to perform services at a property, they are hired as employees of EBMC. They are paid and administered to by EBMC.
The policies and procedures adopted by EBMC cover numerous subjects and are intended to be a guide and reference source. The manual is also intended to be a guide to legal behavior and contains references to the law where applicable. The policies and procedures adopted by EBMC are contained in a separate manual titled Eugene Burger Management Corporation Personnel Manual. A copy of this manual is available to Resident Managers online.

XI. DUTIES AND RESPONSIBILITIES

A. BASIC AND SPECIFIC DUTIES

1. Responsible for assisting the property supervisor in maintaining the physical assets and maximizing the financial returns from the asset in accordance with the owner’s objectives.

2. Makes recommendations to the property supervisor for hiring, training, supervising, developing, and terminating all on-site personnel.

3. Assist the property supervisor with special property-related projects and administrative tasks.

4. Ensures staff compliance with company policies and procedures.

5. Ensures staff performance of duties on a timely basis.

6. Supervises all on-site personnel, including staff supervisors and any contract workers.

7. Maintains relationships with all residents, ensuring consistent application of property policies.

8. Maintains relationships with other departments within the company, including accounting, data processing, and acquisitions.

9. Maintains relationships with clients, the communities, and the profession.
10. Maintains relationships with suppliers, vendors, and professionals servicing the company or property.


12. Establishes rotating schedule of personnel for emergency maintenance.

13. Makes regular follow-up inspections on maintenance work.

14. Makes regular inspections of grounds, including all common hallways, if appropriate.

15. Supervises all vacant apartment make-ready procedures.

16. Makes recommendations for physical repairs, replacements, and/or improvements.

17. Makes recommendations for supplies, materials, and equipment.

18. Recommends expenditures within budget allocations.

19. Evaluates maintenance operations periodically to determine cost efficiency.

20. Performs light maintenance and janitorial work, if necessary.

21. Shows and leases available units.

22. Assists in preparation of advertising and marketing programs.

23. Assists in preparation of regular market surveys.


25. Reviews all rental applications, obtains screening reports, schedules occupancy, prepared leases and attachments,
conducts orientation and move-in inspections in accordance with established policy.

26. Makes recommendations to improve marketing and leasing programs.

27. Carry out rent collection procedures.

28. Receives resident complaints and assists with appropriate resolution.


30. Processes receipts of income and maintains records.

31. May assist in the preparation of the budget.

32. Prepares purchase orders.

33. Processes invoices for payment.

34. Reports payroll information to property supervisor on a timely basis.

35. Maintains inventory of all equipment and supplies.

36. Makes daily bank deposits.

37. Supervises and/or maintains property files and records.

38. Makes formal employee evaluations and recommendations for promotion and/or salary changes to property supervisor.

39. Communicates all problems and makes recommendations to property supervisor.

B. QUALIFICATIONS

1. Ability to read and understand written documents in English, including building plans and contractor specifications.

2. General understanding of major building components and systems, such as heating, air conditioning, elevator,
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electrical, irrigation systems, plumbing, etc. with emphasis on maintaining qualify performance and function.

3. Acquire and maintain a practical knowledge of all types of labor and materials normally used for maintenance and reports, including respective time factors involved/

4. Ability to operate effectively office equipment and systems, including telephones, calculators, personal computers, fax, scanners, postage equipment, etc.

5. Must have personal transportation, current driver’s license, and automobile insurance coverage.

6. Reside on the property, where required.

7. Be available and responsible for evening and weekend coverage of the property.

8. Must have working knowledge and experience in Section 8 regulations.

9. Must have acquired the COS certification.