

**CLASS SPECIFICATION**

**Resident Manager II**

**Code Number:** \_\_\_\_\_

**GENERAL PURPOSE**

Under direction, performs a variety of duties involving the managing and caretaking of Commission managed residential sites, facilities and grounds; assists in conducting and preparing training; assists in updating policies; performs pre-move-out and move-in inspections of residential units; enforces Commission policies and rules at residential sites; acts as leasing agent for assigned residential site, collects, sorts, posts and deposits rent receipts; performs annual recertifications; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Incumbents of this class reside at the assigned residential site and are primarily accountable for enforcing the Commission's tenant policies and rules and inspecting grounds and related facilities to ensure grounds and facilities are maintained in a clean and safe manner. Duties and responsibilities are carried out with considerable independence, within a framework of policies, guidelines, procedures and standards. The work of this class involves considerable contact with applicants, tenants, contractors, vendors and others. Incumbents are on 24-hour call.

This class is distinguished from Resident Manager I by the incumbents' responsibility for assisting in training and policy development for the Commission's Property Management function and/or for acting as the site's leasing agent, showing units to potential lessees, accepting applications to lease, checking applicant credit reports and verifying references, in addition to collecting, posting and depositing rent from tenants.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Performs a wide variety of leasing agent duties for assigned residential site, including show vacant units to potential renters, accepting applications, processing credit reports, collecting fees, verifying employment and checking references; approves applicants, executes leases and collects deposits; posts and deposits fees and deposits collected and forwards information to the accounting section. Assists in conducting and preparing training materials for Resident Manager training sessions.

Assists in providing technical assistance to Resident Managers such as updating policies and HUD regulations; works as liaison between the property managers and the Resident Managers to resolve issues and assist in standardizing all processes and policies related to property management.

Collects rents, posts into computerized system, and deposits rents into the bank; contacts tenants to collect overdue rent; performs annual recertifications; serves notices to tenants regarding past-due rent; issues non-payment of rent notices; serves eviction notices.

Enforces Commission policies and rules at residential sites; ensures tenant and visitor compliance with policies and rules; enforces parking regulations at residential sites.

Ensures resident compliance with lease provisions; reports violations to the appropriate staff.

Intervenes in tenant disputes, or notifies appropriate authorities.

Investigates unusual or suspicious occurrences.

Inspects residential units to identify needed maintenance and repairs and report them to the appropriate staff.

Conducts recertification, move-out and move-in inspections of residential units.

Regularly patrols residential sites and related facilities, such as laundry rooms, parking lots, trash areas, grounds and common areas, to observe safety, security or maintenance problems; reports any irregularities; removes trash and debris from parking lots, grounds and common areas.

Deliver general and special notices to residents; posts official notices.

Coordinates the work of contractors and vendors.

Maintains a variety of standard office and specialized records and files; prepares a variety of computerized logs and files; summarizes information and prepares routine reports.

## **OTHER DUTIES**

Operates a variety of standard office equipment, including a personal computer; performs miscellaneous clerical tasks.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Laws, methods, practices, procedures and Commission regulations pertaining to the leasing of residential housing units; modern office practices and procedures; Commission rules, policies and procedures applicable to assigned areas of work; recordkeeping and filing practices and procedures; computer applications related to the work; basic financial record keeping practices and procedures.

### **Ability to:**

Organize, set priorities and exercise sound independent judgment within areas of responsibility; organize and maintain basic files; operate a calculator to perform basic calculations; enter data and perform simple word processing using basic functions of a computer; communicate clearly and effectively orally and in writing; understand and follow written and oral instructions; prepare clear, accurate and concise records; use tact, discretion and courtesy in dealing with tenants; establish and maintain effective working relationships with tenants, other Commission staff, the public and others encountered in the course of work; utilize a personal computer.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent and three years of responsible property or apartment management experience; or an equivalent combination of training and experience.

### **Licenses; Certificates; and Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the Commission's Vehicle Insurance Policy. A certificate in Resident Management, typically attained within one to a maximum of two years of employment. Hours of class attendance arranged and paid by the Commission for incumbents requiring certification.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Physical Demands**

While performing the duties of this class, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and information; analyze and solve routine problems; observe and interpret situations; perform basic arithmetic calculations; learn and apply new information or skills; work under established deadlines; and interact with tenants, Commission staff, the public and others encountered in the course of work. Incumbents regularly must deal with dissatisfied and/or quarrelsome individuals.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees occasionally work in outdoor conditions.