

CLASS SPECIFICATION

Resident Manager I

Code Number: _____

GENERAL PURPOSE

Under direction, performs a variety of duties involving the managing and caretaking of Commission managed residential sites, facilities and grounds; performs move-out and move-in inspections of residential units; enforces Commission policies and rules at residential sites; 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 tenants, contractors, vendors and others. Incumbents are on 24-hour call.

This class is distinguished from Resident Manager II in that Resident Manager I incumbents are responsible 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 leases, 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.

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.

Participates in 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; serves eviction notices to tenants.

Cleans common areas, laundry rooms and recreation facilities.

Maintains an inventory of recreational, maintenance and cleaning supplies.

Assists in coordinating after school programs and activities.

Coordinates the work contractors and vendors.

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

OTHER DUTIES

Operates a variety of standard office equipment; performs miscellaneous clerical tasks.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Modern office practices and procedures; Commission rules, policies and procedures applicable to assigned areas of work; recordkeeping and filing practices and procedures; basic ground keeping and custodial practices, methods and tools.

Ability to:

Organize, set priorities and exercise sound independent judgment within areas of responsibility; organize and maintain basic files; 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.

Training and Experience:

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

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 and custodial 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 regularly work in outdoor conditions.