



Job Description

Housing Manager

I. Overview:

Category	Information
Job Title	Housing Manager
Division	Housing Central
Department (if any)	Property Management
Status	Non-Exempt, Full Time
Supervisor/ Reporting	VP of Property Management, Regional Manager
Supervisory Responsibilities	None

II. Description (brief)

The Housing Manager is a hybrid role stationed at Housing Central and is responsible for the waitlist management, assistance as needed to the site level for application and recertification processing and assisting prospects with the initial intake application, performs a wide range of administrative tasks and duties for the Regional Manager and Vice President.

Oversees Casa Garcia, and will be responsible for rent collections, assigning work orders for maintenance, and recertifications.

Provides support and assists at other sites when needed for projects and or lease ups.

Essential Job Duties & Responsibilities:

Updated: 06/2023

III: Duties

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Housing Manager include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Oversees maintenance of the Many Mansions Waiting list. This entails ensuring proper receipt of intake forms and required support documentation, proper addition of individuals to the active waiting list, maintaining records of all client information that include demographic information, conducting periodic purges of waiting list, and processing reports as needed;
2	Retrieves and records previous evening's messages from general message center voice mail and relay messages to the proper individuals;
3	Greets public, answers telephone, and provides information regarding Many Mansions programs and provides housing information as needed. Refer more in depth housing problems to supervisor or appropriate staff member;
4	Ensures proper coordination with other departments to resolve tenant/customer complaints and inquiries and relay information and/or resolution to tenant/customer regarding applications or maintenance. Follow-up on problem resolution and contacts tenant/customer with resolution to problem, maintain appropriate and necessary resident relationships;
5	Use computer system and various programs to retrieve customer information, verify information, status of units and changes on units as needed. Ensures that proper documentation is prepared for each step and distributes to proper personnel and department;
6	Stays current on all applicable laws, software upgrades/updates and funding requirements so that they can provide compliance software support, technical assistance, resolution of compliance issues and training for adherence to established compliance practices;
7	Assists the Property Management department as needed which can include assisting with income certifications, move-ins, compliance/reporting by Community Managers by creating/reviewing recertification schedules, reviewing all properties certifications, initial move ins and providing assistance to residential managers and Compliance Manager as needed;

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	Assist Community Managers with filing, mailing, inspections, and special projects as needed and; assist at other sites where needed for special projects i.e. lease ups or recerts.
	Other duties as assigned.

III. Qualifications & Conditions:

Category	Qualification or Condition
Communication	<p>Must be bilingual English – Spanish.</p> <p>Possesses excellent communications skills, including but not limited to, the ability –</p> <ul style="list-style-type: none"> ● To speak and write clearly, meaningfully, and persuasively; ● To speak, listen, and respond effectively with and among staff, agencies, residents, donors, lenders, investors, partners, and community members; ● Able to speak and write Spanish clearly, meaningfully and persuasively desired.
Computer Skills	Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), and data management programs required. Knowledge of Yardi, iCam or other Property Management software is desired.
Driving	Driving is required for this position. Therefore, the staff member must have the legal ability to drive a motor vehicle in California, proof of a valid California driver’s license, and adequate motor vehicle insurance.
Education, Experience, & Certifications	High school diploma or GED required. One year of experience in Property Management required.

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	Knowledge of affordable housing programs like Section 8, Section 42, MHP, AHP, etc. desired.
Leadership & Other Skills	Has a demonstrated ability to work well with others. Must be self-motivated, creative, and have ability to set priorities independently. Must be able to adhere to all company policies and procedures, in addition to all State, federal and local laws and regulations.
Mathematical & Reasoning Skills	Possesses excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills (add, subtract, multiply, divide, fractions, decimals, etc.), the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.
Physical Demands	While performing the duties of this job, the staff member is regularly required to sit, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The staff member is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The staff member must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.
Work Environment	<p>This job position has a moderate to high stress work environment.</p> <p>The work environment may have frequent interruptions, time constraints, and emotional demands. Noise level is low to moderate. The corporate culture is friendly and goal oriented.</p> <p>The work environment characteristics described here are representative of those a staff member encounters while performing the essential functions of this job.</p> <p>There must be willingness and an ability to work nights and weekends, as needed.</p>

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

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Certifications

A copy of this Job Description was given to the staff member.

Date: _____

(Supervisor or Human Resources)

I received a copy of this Job Description.

Date: _____

(Staff Member)