

**HOUSING KITSAP
JOB CLASSIFICATION/DESCRIPTION**

POSITION TITLE:	Site Manager
DEPARTMENT:	REMHP
SUPERVISOR:	Portfolio Manager
SUPERVISES:	Maintenance Technician
STATUS:	Non-exempt

DATE: March 2017

MISSION:

Housing Kitsap manages, preserves, and builds safe affordable housing serving individuals, families and communities throughout Kitsap County.

JOB SUMMARY

Provide administrative and technical property site management of Low Income Housing Tax Credit (LIHTC), Housing & Urban Development (HUD), HOME, Housing Trust Fund, or a combination of funding, eligible housing. This position is responsible for planning, leasing, monitoring, ensuring compliance, and managing Affordable Housing property. The position is responsible for developing and implementing a variety of administrative programs to improve the functioning of the property. Work is performed with considerable latitude for implementing action in planning and organizing the work, determining work methods and developing procedures and priorities to comply with policy statements and legal requirements. Proficiency with computers, telecommunications, budgeting and finance are necessary. Attention to detail is required. A considerable amount of contact is maintained with tenants, potential tenants and other Housing Kitsap (HK) personnel. Work is performed primarily in an office setting

ESSENTIAL FUNCTIONS

- Supervise and evaluate the performance of assigned staff which may be comprised of represented and non-represented employees; interview and recommend selection of employees and recommend personnel actions in accordance with established policies and procedures; plan, coordinate and arrange for appropriate training of assigned staff. May conduct, provide oversight, or coordinate training to ensure that performance goals and requirements are met.
- Assist Portfolio Manager with the development and administration of operational plans in assigned areas of responsibility. Assist in development of Community Based Budgets; facilitate resident and inter-departmental budget meetings, and assist with budget preparations.
- Exceptional Customer Service; greet and help customers, provide program information to the public, staff, residents and agencies, make appropriate referrals to other HK staff; schedule appointments; and operate multi-line telephone system.
- Assist applicants in determining eligibility for housing and the type of housing which meets their needs; assist applicants in understanding required funding and HK rules and regulations, programs and services; assist applicants in completing their applications for housing; enter applicant data and process applicants for interviews; and show available units.
- Respond to current residents in courteous and timely manner addressing resident questions, concerns, and requests, mediate resident disputes, and respond to emergencies and lockouts.
- Collect rent and tenant charges; apply late fees and other applicable charges; and ensure resident's accounts are kept current.
- Create appropriate written notices to align with tenant lease agreements as well as HK policies and procedures.

- Support the Portfolio Manager in assigned areas of responsibility such as occupancy activities, rent collection, resolution of conflicts, responding to complaints, investigating and initiating appropriate action, preparation of written reports and documentation, and maintaining records as prescribed. Assist in evaluating, prioritizing and ensuring program objectives are being met, including review of occupancy reports, aged receivables, and open work order reports. Manage resident transfer requests and accommodation requests to ensure compliance with established policies. Manage the overall eviction process for non-payment, and for-cause evictions. Establish and maintain effective working relationships among a widely diverse group of residents, staff, agencies, and the community at-large.
- Manage lease enforcement actions as established by the Portfolio Manager to mitigate criminal activity, fraud, and deterioration/destruction of leased premises and poor rent payment patterns. Mitigate complaints, receive reports of violations, determine and implement appropriate action. Refer residents to appropriate service providers, and submit reports as designated by the Portfolio Manager. Investigate and document case materials for representing HK in legal matters such as court proceedings, physical evictions and grievances. Coordinate witnesses, as necessary for hearings.
- Assist in procedure development and implementation. Prepare and maintain a variety of reports, records and files related to assigned activities and personnel. Schedule and/or coordinate translation and interpreter services as needed.
- May conduct, or provide oversight of inspection of community facilities, grounds, residential units and vehicles as assigned reporting outcomes, and take remedial actions, or initiate work orders or recommendations to preserve established standards; assure staff and resident compliance with HK policies; work with maintenance staff to identify, prioritize, and evaluate repairs and/or improvements at assigned properties.
- Ensure the property is a safe, enjoyable place to live, efficiently operated, an attractive asset in the neighborhood, a good neighbor, and fully compliant with all governing program rules and regulations such as the Washington State Landlord Tenant Law and other funding agency requirements.
- Operate computer equipment to enter and retrieve data, maintain records and generate reports; type memos, bulletins, letters, and notices; prepare agenda items and related materials; and compose and edit correspondence.
- Maintain tenant selection, leasing and lease enforcement records.
- Conduct physical inventories of all units.
- Maintain all equipment and tools in good working condition.
- Monitor site daily by walking property and checking for any needed repairs.
- Conduct regular meetings with residents, resident organization, police, and neighborhood organizations to ensure open communication and positive relations.
- Attend all required training and safety meetings; use, maintain and replace assigned personal protective equipment; report all injuries and illnesses to supervisor immediately; complete and submit incident/accident reports as required; report hazardous conditions and unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies and procedures.
- Maintain HK and tenant confidentiality.
- Display initiative to resolve problems and capitalize on opportunities.

- Promote cost-effective use of the organization's resources.
- Excellent written, verbal, and listening communication skills.
- Establish and maintain cooperative and effective working relationships.
- Maintain regular, reliable, and punctual attendance.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION:

- High school diploma or equivalent.

PREFERRED EXPERIENCE:

- Three or more years of experience as a site manager; or two or more years' experience with an affordable housing program; or a combination of education, experience, and training that indicates the ability to successfully perform the essential functions of the position listed above.
- Certified Occupancy Specialist
- Tax Credit Compliance Specialist or equivalent
- TenMast Software experience desirable
- Use of all modern office business equipment such as telephone, personal computer, printer, copier, fax, and other equipment as technology evolves; as well as Microsoft Office programs Excel, Word, Outlook, and Publisher

QUALIFICATIONS

KNOWLEDGE OF:

- Functions and activities related to residential property management, including the Washington State Landlord Tenant Law
- Procedures and practices pertaining to the tenant selection process, eligibility criteria, rent and income restrictions contained in the USDA RD Section 515 program
- Leasing agreement procedures, Uniform Physical Conditions Assessments and Housing Quality Standards inspection
- Applicable Housing and Urban Development (HUD) housing programs regulations
- Housing options, community resources, and services for low-income families, elderly persons and persons with disabilities preferred
- Business English, spelling, punctuation and arithmetic
- Accepted office procedures and practices
- Recordkeeping and filing systems and practices
- Government Agency functions and practices preferred
- Proper methods of cash handling, preparing receipts and maintaining records
- Basic bookkeeping and budgeting

ABILITY TO:

- Negotiate tenant contracts.
- Get along with others effectively; to manage conflict; to participate as a team member; and to give and accept feedback constructively
- Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; read, write and interpret documents of a technical nature
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Work independently, organize and set work priorities and develop workable programs

- Create and meet schedules, timelines and work independently
- Work on multiple, concurrent tasks, with frequent interruptions
- Understand and follow instruction of complex nature
- Use tact in public contacts in explaining Affordable Public Housing procedures and regulations
- Engage a wide variety of people with a high level of professionalism, courtesy and good humor; including culturally, socially and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues
- Utilize computers, databases and related software and automated equipment to produce worksheets and reports
- Demonstrate critical thinking skills and initiative, work effectively in a team environment, be willing to take on tough issues, work towards consensus, and resolve conflicts

SPECIAL QUALIFICATIONS:

- Ability to pass WSP criminal background check and credit check
- Possession of, or the ability to obtain and maintain throughout employment, a valid Washington State driver’s license and auto insurance
- Must have reliable transportation

PHYSICAL CHARACTERISTICS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that an employee must handle to successfully perform the essential functions of this job. Constant use of sight, hearing, and speech abilities to perform essential functions and communicate with others. Constant fine finger manipulation and use of hands and arms in reaching/handling/fingering/grasping while operating office equipment and computers, preparing written documentation, and handling paperwork. Frequent sitting, may be extended at times, while doing desk activities. Frequent bending/twisting at waist/knees/neck while working at desk, worktable, or moving from sitting to standing position. Occasional lifting/carrying up to 30-pound file boxes, documents, etc. Occasional pushing/pulling force up to 10 pounds opening doors, drawers, and moving materials. Occasional climbing on step stools, ladders, and stairs. Communicates verbally with Housing Authority staff, Board of Commissioner members, outside agencies and the public in one-on-one settings, group settings and over the telephone, sometimes in emotionally charged situations. Works primarily indoors in an office environment with low noise levels with occasional travel from site to site for attendance at meetings, including evening meetings. Physical characteristics and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Note: The statements contained here reflect general detail as necessary to describe the principal functions of this job, the level of knowledge and skills typically required and the scope of responsibility. However, this Position Description should not be considered an all-inclusive listing of work requirements. This job description is not a contract or guarantee of continued employment. Any individual may voluntarily leave the employment of the agency upon proper notice or may be terminated at any time and for any reason as long as there is no violation of federal, state, or local law.

Employee’s Signature **Date**

Supervisor **Date**

Print Name

Human Resources **Date**

Executive Director **Date**