



ASSISTANT RESIDENT MANAGER, Independence Plaza

\$20.64/hour (40 hours/week)

Filing Date: Open until filled; Applications received by 5:00 pm on September 8th, 2021 will be included in the first review

THE ORGANIZATION

The Housing Authority of the City of Alameda is proud of its mission and accomplishments. In partnership with the entire community, the Housing Authority advocates and provides quality, affordable safe housing, encourages self-sufficiency, and strengthens community inclusiveness and diversity in housing.

THE POSITION

The Assistant Resident Manager (ARM) performs supporting tasks in all areas of responsibility for the Resident Manager (RM) including leasing. The ARM assists the RM in managing the assigned property effectively. In addition, the ARM is directly responsible for maintaining weekly and monthly reports including accurate reporting of rents and deposits received, participating at Food Bank distribution and attending monthly social services meetings. In the absence of the RM, the ARM will some assume responsibilities associated with accomplishing property objectives as assigned by the Property Management Supervisor. Additional information about duties can be found at the end of this job announcement.

The Assistant Resident Manager position currently open is at Independence Plaza, a 186-unit senior property. There is no housing provided with this position.

Benefits included with this position are membership in CalPERS (employees make a contribution of approximately 6.5-7% depending on tier), and employer paid health and dental insurance for the employee. Time off benefits offered with this position include 24 hours of paid sick leave annually plus annual vacation accrual of 160 hours, floating holiday, and holiday time.

MINIMUM QUALIFICATIONS

- Education: Equivalent to the completion of twelfth (12th) grade
- Experience: Some experience with property management, preferably of 60 units or more and with affordable housing, is required. Experience providing customer service and/or working with social services programs is desirable.
- Ability to communicate effectively in English, both verbally and in writing
- Ability to speak a language other than English (particularly Spanish, Chinese, Vietnamese, or Tagalog) is preferred
- Possession of, or ability to obtain, a valid driver's license by the time of appointment is required. Must be able to be insured under AHA's owned automobile insurance

policy. Must have access to own transportation and be able to travel in the City of Alameda as needed to perform assigned job duties

IMPORTANT APPLICATION INFORMATION

Final Filing Date: Open until filled

To apply, candidates must submit:

- a fully completed and signed Housing Authority employment application,
- responses to the supplemental questionnaire,
- and a resume.

Documents (supplemental questionnaire and resume) are to be uploaded into the online application form. The application form and supplemental questions are located in the Working With Us>Employment Opportunities section of the Housing Authority's website at www.alamedahsg.org.

ALL APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY

If you need a reasonable accommodation under the American with Disabilities Act, please contact the Housing Authority office at jbasta@alamedahsg.org.

The Housing Authority of the City of Alameda is an Equal Opportunity / ADA Employer

DUTIES AND RESPONSIBILITIES

Assistant Resident Manager will perform duties as assigned by the Property Management Supervisor. These duties may include, but are not limited to the following; other duties may be assigned:

Leasing:

- Process lease applications (i.e., credit check, rental history, etc.) and criminal reports and submit to RM for approval.
- Prepare new lease paperwork.
- Touring spaces with prospective tenants, as necessary.
- Conduct Move-in/Move-out inspections, as necessary.
- Update weekly vacancy report.
- Submit processed applications to the RM for approval. Follow up with the applicant on status.
- Once applicant is approved by the RM, create offer letter and present it to the PS or Director for approval and collect security deposit.
- Ensure unit is maintenance ready for tenant to move-in on an agreed date.
- Secure new tenant's signature(s) on appropriate paperwork prior to move-in.
- Monitor recertifications. Distribute and follow-up on recertification notices.

Administrative:

- Operate Yardi and LaserFiche software to record, store, and analyze information.
- Prepare & post notices balance due/credit notices on units.
- Walk parking lot and prepare/post notices on vehicles illegally parked.
- Prepare move-out closing statements for RM review and approval.
- Assist tenants with needs/questions and address any concerns.
- Collect/scan rent checks in Yardi during the absence of the RM or as necessary.
- Prepare Legal Notices for RM approval and post.
- Submit work orders in Yardi as needed.
- Assist in monitoring advertising of vacant units and ensure accurate information is posted.
- Conduct and document weekly property maintenance walks. Follow-up with Maintenance Specialist, vendors and tenants for items that need to be addressed.
- Assist RM with weekly/monthly report preparation as needed.
- Participate in coordinating events held in the community room.
- Assist RM with annual budget preparation.
- Maintain a courteous, helpful, and professional attitude on the job. Displays a willingness and ability to be responsive to all customer groups.
- Serve as back up to RM as needed.

Tenant Retention:

- Maintains curb appeal. Physically inspect community when on grounds, picks up litter and reports any service needs to maintenance staff. Inspect move-outs and vacancies when requested.
- Receive all telephone calls and in-person visits. Listen to tenant requests, concerns, and comments.
- Quickly complete maintenance Service Request and inform the maintenance team. Answer questions for tenants about the property, repairs, rents, rules, etc. Follow up on a timely basis if unable to respond to residents on all matters.
- Ensure all maintenance repairs are handled satisfactorily by contacting tenants with completed work orders on a weekly basis.
- Maintain open communications with Resident Manager and Maintenance Staff.
- Contribute to cleanliness and curb appeal of the property on a continuous basis.
- Enforce AHA Property Management lease and policies.