Burbank Housing

Job Description

Job Title: Sr. Site Manager

Affordable Housing

Heritage House- Napa, CA

Classification: Non-Exempt
Reports to: Permanent Supportive Housing Manager
Department: Property Management

Salary Range: $29-$32 per hour
Location: Napa County, California
Position Status: Full-time w/benefits

Heritage House is a 66-unit property located in the southern region of Napa, CA. Of the 66 units, 41 are funded through No Place Like Home and will house the most vulnerable population(s); chronically homeless, at-risk of homelessness, and/or homeless individuals. 13 of the 65 are funded through the Joe Serna Grant Program and will house former or current farmworkers. Burbank Housing has partnered with Abode Services to provide any needed services to these residents. The remaining 12 units are available for qualified individuals from our general population.

While as an organization we have extensive experience serving vulnerable individuals, we recognize that formerly homeless populations like those living at Heritage House present with a higher level of vulnerability and trauma acuity. As we further our work in Permanent Supportive Housing and Housing First, we are committed to organizational-wide efforts to become trauma-informed, human-centered, and equitable in all we do.

While this position resides within our Property Management Department and seeks a candidate with affordable Property Management expertise, a strong preference will be given to those with a social service or human services background; a high level of communication and collaboration with the service providers will be required in this position does come with a 1-bedroom apartment.

Job Summary: The Sr. Site Manager will provide direction for building operations, customer service, property budget management, rent collections, leasing, compliance, and timely submission of regulatory and company reports, guidance on maintenance priorities, and collaboration with partnering agencies in resolving resident issues. We are seeking a candidate with applicable experience in interacting with vulnerable populations, property management, and customer service.

Duties and Responsibilities: As follows, but not limited to:

1. Review tenant applications and determine eligibility; maintain waitlist; show available units to interested applicants
2. Follow Burbank Housings policies and procedures for processing eligible applicants within the program guidelines to the property (i.e., TCAC, NPLH)
3. Attend training as needed and recommended by Burbank Housing.
4. Attends regular in-house training and informational meetings offered by Burbank Housing.
5. Supervises and collaborates with on-site maintenance staff, provides regular feedback through verbal and written communications, participates in annual performance reviews, sets priorities, collects and approves timesheets, vacation scheduling that best fits business needs, and oversight of work to ensure timeliness and a professional manner,
6. Attend regularly scheduled meetings with partnering agencies and provide input, as needed.
7. Walk the property at least twice per day (rotating schedule with Assistant Site Manager) to assure residents of management presence and to monitor the overall appearance of the property.

8. Provide input and collaboration with the Regional Manager on the preparation of the annual property budget.
9. Ensure vacant units are "turned" in a timely manner by monitoring timeliness of vendors and maintenance staff. Ensure vacant units are secure and monitor progress of unit turn.
10. Collect rents and security deposits for submittal to accounting department.
11. Completes lease forms, outlines conditions and terms of occupancy with new residents and their service providers and completes relevant paperwork.
12. Collaborate with Resident Services/Service Providers to ensure housing retention
13. Knowledge of and complies with Fair Housing and Tenant Regulations.
14. Investigates tenant complaints and resolves tenant issues in a timely manner; prepare and maintain tenant files and documentation pertaining to property/resident related incidents.
15. Show vacant units and apply strategies to reduce vacancy loss.
16. If applicable, perform annual re-certifications of tenants, complete weekly, monthly, quarterly, and /or compliance reports.
17. Other duties, as assigned.

Minimum Qualifications of Position: The requirements listed above are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made (except experience levels) to enable individuals with disabilities to perform essential job functions.

Preferred Qualifications of Position:

- Minimum of 3 years' experience managing a mid-sized (50+ units) complex
- Minimum of 2 years' experience of administrative, customer service, accounting and/or supervisory experience.
- Two to three (2-3) years in Low-Income Tax Credit or HUD programs.
- Minimum of 2 years' experience in social work or human service industry

Knowledge and Skills:

- Proficient in English with an ability to understand both spoken and written language.
- Ability to work cooperatively and effectively with a diverse group of people.
- Some understanding of affordable housing regulatory requirements and procedures.
- Competency in the implementation and practice of Fair Housing regulations.
- Experienced in supervision and understanding of staff management.
- Attention to detail and high degree of accuracy.
- Strong oral and written communication skills.
- Strong time management skills and ability to multi-task.
- Proficient with Microsoft Office.
- Some Yardi experience, preferred, but not required

Other Skills and Requirements:

1. Possession of a valid California Driver's License, maintain a satisfactory driving record, reliable personal transportation, and automobile insurance per requirements of the State of California.
2. Ability to quickly gain competency in Yardi Voyager or other software related to property management.

3. Satisfactory criminal background history for employee and adults aged 18 years and older who reside with employee.

Physical Demands: While performing the duties of this job, employee is regularly required to walk; climb stairs, sit; use hands to handle objects/operate keyboards, tools or controls; reach with hands and arms from the waist and above the shoulders; stoop; kneel and crouch; lift up to 30 pounds; see, talk and hear. A pre-placement physical is required.

Certification: I certify that I have read and understand the description of my job as outlined above. I further acknowledge that Burbank Housing is an At-Will employer. I understand that either Burbank Housing or I may terminate our employment relationship at any time, with or without cause and with or without notice.

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Employee Signature Date Supervisor Signature Date