

Position Title: Housing Manager

Reports To: Team Leader

I. Position Summary:

The Housing Manager is responsible for overseeing the building and rental operations at the properties he/she is assigned to, including; building a trusting relationship with residents, creating a sense of community among residents, and maintain compliance of all regulatory requirements.

II. Principal Responsibilities:

1. Responsible for day to day oversight of assigned properties.

- Maintains visibility and good communications with residents. Responds to resident concerns and issues.
- Works with Intake Specialist to fill vacant units.
- Provides tours of the property.
- Mediates resident disputes.
- Provides lease education and understanding as well as compliance with resident leases and property rules, including writing lease violation letters when necessary.
- Document resident issues and correspondence in data program

2. Works in concert with SASH Coordinator in building community and providing resident activity program.

- Works with SC on Community Healthy Living Plan and general communications and programming with residents.
- Work with SC to publish monthly newsletter for each property location.
- Support residents in remaining successfully housed.

4. Performs other general duties.

- Collects rent and resident payments, maintains petty cash.
- Work with OCM and MT departments to assist with on-site communication with residents in meeting all needs for successful housing.
- Works independently and as part of a team to carry out job duties.
- Communicates in a positive and respectful manner with residents, co-workers, visitors and family members.
- Attends Team and CSC staff meetings.
- Performs other duties as assigned.

III. CSC Standards of Conduct:

- Demonstrates a commitment to the vision, mission and values of CSC.

- Demonstrates respectful and effective communication with co-workers, residents, families and vendors.
- Protects the privacy and confidentiality of information related to residents, families, staff and general CSC operations.
- Communicates a positive image about CSC to the community.
- Conducts him/herself in a safe manner by adhering to all safety practices, rules and standards throughout the work day.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance that is appropriate for his/her position.
- Reports to work on time, completes time card accurately, provides advance notice for time off, and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of CSC resources.
- CSC's mission and operations require that an employee is prepared to perform duties as assigned that may be outside his/her principal accountabilities.

IV. Minimum Qualifications:

Must possess a high school diploma. A degree in Social Work, Business or related field is preferred. At least one year of experience managing properties and knowledge of HUD, LIHTC and other applicable housing regulations is preferred. Prior experience working with seniors or individuals with disabilities and knowledge of community services available for seniors is preferred. Must possess good interpersonal communication skills and be able to relate to a wide variety of people. The ability to respond appropriately to emergency situations and display good decision-making abilities is critical to the success of this position. Must possess good analytical skills and the ability to work with Excel spreadsheets and Microsoft Publisher. Must possess a valid driver's license.

V. Working Conditions and Physical Demands:

- Exposure to chemicals and cleaning solutions.
- Must be able to lift/push up to 25 pounds.
- Exposure to body fluids, infection and odors and behavior of residents.
- Must be adaptable to working in a high stress work environment.
- May require daily travel to various property sites.
- The Property Manager may be required to provide on-call coverage as needed.

Note: Non-Essential Duties are noted with an asterisk.

Employee Name (printed)_____

Employee Signature_____

Date:_____