

Catholic Charities, Archdiocese of Denver
Housing Management Services
Job Description

Job Title: Site Manager 1 (1-65 units)
Department: Archdiocesan Housing, Inc.
Reports To: Regional Coordinator
FLSA Status: Exempt

Mission: Archdiocesan Housing Inc., a division of Catholic Charities, is committed to the national housing goal of providing quality, safe, and affordable housing for all members of our community. Archdiocesan Housing Inc. welcomes applications from all income-qualified persons without regard to religion, race, sex, color, familial status, handicap, or national origin in accordance with the national Fair Housing Act.

SUMMARY

The Site Manager is part of the Housing Management Services (HMS) division of Archdiocesan Housing, Inc. The Manager is responsible for coordinating the personnel and property at the Archdiocesan Housing property in accordance with HMS and regulatory standards to provide positive resident relations and a financially sound and viable program.

Depending on specific site(s) managed, this position may be directly responsible for some maintenance and more routine activities that should not occupy more than fifty percent of the incumbent's time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise the turnover of apartments for move-in, move-outs and transfers in order to ensure that apartments are suitable for occupancy and residents are selected according to HUD and HMS criteria.
- Insure resident files submitted to compliance officer for approval, meet HMS, HUD, and CHFA criteria, and contain all required documentation. Provide orientation for new residents by reviewing the lease and community rules, describing services, explaining apartment features and answering resident questions in order to orient the new resident and to inform residents of policies they need to follow to maintain compliance with the lease.
- Address all lease violations and work with staff in referring residents to resources in order to promote high quality of living for our residents.
- Oversee adherence of all residents to the lease by resolving lease violations and referring residents to appropriate resources in order to promote high quality of living for all residents.
- Promote resident involvement and responsibility for the overall operation of the facility, through participation in the Resident Council and interaction with residents and staff to foster a community environment.
- Prepare and maintain a balanced budget for the building with the assistance of the financial department of Housing Management Services by approving purchase orders, invoices and check requests, collecting rent payments and approving employee time sheets and work records in order to provide ongoing financial security for the facility.
- Ensure efficient operation and maintenance of mechanical systems and all aspects of the building and ground's security and cleanliness by contracting with specialized vendors and contractors, tracking warrantee information and assuring implementation of preventative maintenance

programs in order to keep the building and grounds in compliance with fire codes and building codes.

- Responsible for initial certification and recertification of all residents, if required, in accordance with policies, procedures, and timelines.
- Communicate, address and resolve resident and staff issues.
- Communicate and report to supervisor any matters regarding liability and risk management issues at assigned property as well as any suggestions to improve or enhance quality of life issues provided by community to residents.
- Carries out supervisory responsibilities in accordance with Agency's values and policies, and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Hire, coordinate, supervise, discipline and evaluate building staff members in order to protect building interests and dignity of the residents.
- Direct and coordinate the activities of contract personnel to ensure that their activities help to provide a safe living environment for the residents.
- Coordinate Off Hours Housing Assistant schedules to ensure that there twenty four hour coverage for emergencies.
- Reflects Catholic Charities' commitment to treating all persons with dignity and respect.
- Uses creativity and innovation in program development and service delivery.
- Maintains confidentiality of client and agency information.
- Regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES

- Provide for education, in-services and staff development and maintain ongoing communication with all staff members.
- Perform marketing and community outreach tasks.
- Monitors waiting lists as needed.
- Good steward of Agency human, financial and capital resources
- Participates effectively as a team member through communication, cooperation, information sharing and problem solving.
- Participates in staff trainings and programs as required.
- Any other tasks or duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises all site personnel to include office, residential and activities support, maintenance personnel, and on call staff.

QUALIFICATIONS

- Knowledge of strategic planning, resource allocation, human resources, leadership techniques and coordination of people and resources.
- Demonstrated knowledge of fair housing requirements.
- Ability to prepare and maintain reports and communicate effectively orally and in writing with persons of diverse cultural and educational backgrounds.
- Ability to use conflict resolution skills both with residents and staff members.
- Good supervisory skills to include one year in a supervisory capacity.

- Ability to prepare, analyze, explain and follow site budgets, both operating and capital.
- Ability to operate basic office equipment.
- Knowledge of the service population's cultural and socioeconomic characteristics and the appropriate techniques and practices for the client population.
- Ability to interact effectively as a team member and independently with Agency staff and with a diverse client base.
- Ability to effectively lead and motivate staff through application of Agency values.

EDUCATION and/or EXPERIENCE

- Associate's degree (AA) or equivalent from accredited two-year college or technical school; and/or two years equivalent experience with HUD and or CHFA, or other affordable housing programs as Property Site Manager, Regional Property Manager, Leasing Agent, Compliance Technician or Assistant Site Manager.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Certification as an Accredited Resident Manager (ARM) preferred and may be required within twelve months of employment.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this job, the employee is regularly required to talk, hear, and use hands to handle and feel. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER

- Equipment Used

- The work is performed indoors.
- The noise level in the work environment is usually low.
- Minimal local travel
- Typical 40 hour week with some overtime required

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel as classified.

Catholic Charities is a drug free workplace. Pre-employment drug screen required for this job.

Employee Name (Printed)

Employee Signature

Date

Manager Signature

Date