



**POSITION TITLE:** Residential Manager

**REVISED:** January 2018

**GRADE:** Union

**FLSA STATUS:** Non- Exempt

**REPORTS TO:** Residential Portfolio Manager

**POSITION SUMMARY:**

The building Residential Manager is responsible for performing property management responsibilities. He/She is to ensure the security of the building and the general well-being of all residents. He/She is to enforce the lease, house rules, building policies and applicable laws and regulations. He/She is also responsible for leasing both HUD subsidized and market rate apartments, for collection of rents, and for dealing with delinquencies.

The Residential Manager is responsible for making sure that the property is in compliance with current HUD Handbook 4350.3 and other HUD notices and requirements at all times. Monitor and Perform pest inspections and order pest control services as needed

The manager should be knowledgeable of and operate within the provisions of the Seattle Rental Agreement Regulation Ordinance and Revised Code of Washington, Federal and County regulations and Fair Housing Law.

**ESSENTIAL FUNCTIONS:**

- Manage the assigned buildings efficiently and effectively
- Correctly apply HUD applicant and tenant eligibility requirements
- Receive and review housing applications, interview prospective tenants, perform tenant screening and complete HUD qualification/eligibility/certification requirements
- Maintain apartment waiting list in accordance with HUD regulations
- Perform initial, interim, annual certifications and correction if needed
- Collect all documentation and paperwork related to completing eligibility and certification requirements required for tenants receiving HUD subsidy.
- Prepare move-in/move-out documents as they occur.
- Ability to organize and maintain clean, complete and update records and files, especially for HUD certifications, requirements and documentations
- Enforce the lease, house rules, and company policies
- Comply with Federal, State, County and City laws, regulations and requirements
- Document and resolve building and issues in speedy and appropriate manner.
- Conduct routine unit/building inspections - monthly, annually and upon move-in/move-out
- The manager is expected to interact with a wide range of social service agencies to help arrange for support services, such as chore workers, chemical dependency treatment counselors, visiting nurses and other social service providers.
- Coordinate with community/ service providers to assist special needs of tenants who are frail, elderly and with disabilities
- Coordinate pest control services and inspections
- Maintain/update weekly checklist/file of all tenants to keep track of potential or on-going problems.
- Assist in responding to building and tenant emergencies...
- Ability to work well with people of diverse personality types, different cultures and special challenges
- Collect and record/log all rent and miscellaneous payments received accurately
- Deliver rent payments/record to the PDA office on a daily basis.
- Make sure that all units and common areas are in safe, decent, clean and sanitary condition
- Inspect premises, process work orders and track/record repair and inspection request until work is completed
- Coordinate work activities with those of other staff working on-site.

- Be familiar with and capable of assuming responsibility for physical security of building, including fire safety
- Respond to tenant requests for minor maintenance and issues and use good judgment to correct problems
- Maintain open communication and appropriate contact with tenants, visitors and PDA personnel while on the property and respond to on-call request for service
- Treat all applicants, tenants, visitors, vendors, co-worker and PDA employees with respect and tact
- Availability and dedication in off-hours to respond to emergent tenant or building problems.
- Prepare/maintain monthly log of activities and property reports
- Attend residential staff meetings.
- Perform other duties and functions as assigned by the Portfolio Manager

**Minimum requirements:**

- Two years of college education or equivalent experience required;
- Two years of affordable housing management experience required
- Strong customer service skills
- Holder of Basic HUD Occupancy Certification (COS) (or ability to obtain certification within 6 months?)
- Knowledgeable in Fair Housing Law, RCW and Seattle Landlord Tenant Laws
- Social service experience, such as working with elderly, frail, people with disability disabled and with different kinds of physical, emotional, mental or substance abuse challenges
- Must possess excellent communication skills, both verbal and written
- One year supervisory experience preferred but not required.
- Capable of resolving conflicts and can work well under pressure in a fast-paced and stressful environment
- Familiar with local Seattle area, and related social service providers, health-care resources, and other service providers.
- Must be computer literate, with ability to operate and understand property management software programs, including Word, Excel and Yardi.
- Possess basic skills in facilities and maintenance work
- Must have sense of humor and possess appreciation/empathy for different kinds of human conditions.
- Dedication and availability to respond to emergent tenant or building problems during off-hours
- Must be a team player yet is able to work with minimum supervision

**WORK ENVIRONMENT/PHYSICAL DEMANDS:**

Duties are performed in the PDA office which is non-smoking, air-conditioned and subject to temperature variances due to western exposure and non-centralized heating system. Work environment is fast-paced and requires the ability to work under pressure. Work areas are small due to lack of space. Job requires the ability to sit for long periods of time, to work with many interruptions, and to lift approximately 25 pounds. Requires the ability to respond assertively and calmly in emergencies and when handling confrontations.

**COMPENSATION:**

Starting Salary Range: DOE. Benefits include one residential apartment, employer-paid medical, dental, term life, and LTD insurance for employee, with Section 125 Plan for un-reimbursed medical/dependent care costs. Pension plan offered after one year and deferred comp plan available immediately. Must be a member in good standing with Teamsters Local 117 within 31 days of hire.

**APPLICATION PROCEDURE:**

Submit resume and cover letter by email to [hr@pikeplacemarket.org](mailto:hr@pikeplacemarket.org), fax: (206) 625-0646, mail to: Pike Place Market PDA, Attn: HR Department, 85 Pike Street, Room 500, Seattle, WA 98101. The position will be opened until filled.

***The PDA is an equal opportunity employer and encourages applications from persons of diverse backgrounds and perspectives.***