

Area Housing Authority of the County of Ventura SITE MANAGER Application Package for Thousand Oaks Apartment Complexes

**Before the deadline of:
JUNE 5, 2019 before 5:00 PM**

You *MUST* complete the following THREE forms and submit them to Human Resources

- 1) AHA Employment Application (4 pages)
- 2) Supplemental Questionnaire (1 page – plus any additional pages you add)
- 3) Notice to Applicants-AHA's use of background/investigative reports (1 page)

You *MAY* submit the following voluntary forms with your application.

These documents will not accompany your application to prospective supervisors, and are used the compilation of government record-keeping and reporting requirements.

- Voluntary Self-Identification (*Veteran status*)
- Voluntary Self-Identification (*Ethnic Category*)
- Eligibility for Preference Certification Form (*Section 3*)

You *MAY* submit a copy of your recent resume with your application.

TO APPLY for the **SITE MANAGER position:**

Submit the completed required forms (*and any voluntary forms you wish to include*) via fax, U.S. mail, in person or email to the address below. All documents must be received by the final filing date on **06/05/19 before 5:00 PM.**

Email to: humres@ahacv.org

Fax to: (805) 480-9951

US mail or in person:

Attn: Human Resources,
Area Housing Authority
1400 W. Hillcrest Drive
Newbury Park, CA 91320

Resumes, while useful, will not be accepted in lieu of these documents.

Failure to return both the application and supplemental questionnaire before the deadline will remove you from the list of active applicants for this position.

SUPPLEMENTAL QUESTIONNAIRE – SITE MANAGER

The purpose of this Supplemental Questionnaire is to provide information used in the screening process to assess your qualifications for this position. Since this is a competitive process, failure to supply sufficient details when describing your prior relevant work experience, skills and abilities may result in your elimination from the selection process.

Complete the sections below, **sign and date this Supplemental Questionnaire**, then return via mail, fax, US Mail or hand-deliver **with your completed Application and Notice to Applicants** to: Human Resources, Area Housing Authority, 1400 W. Hillcrest Drive, Newbury Park, CA 91320; or by email: humres@ahacv.org, or fax (805) 480-9951.

DEADLINE is Wednesday, June 5, 2019 before 5:00 PM

Under penalty of perjury, I certify that the information provided to the AHA through this Supplemental Questionnaire is true and accurate and has been prepared by me to demonstrate my experience, knowledge and abilities as they relate to this position. I understand that any misstatement or concealment of any fact may subject me to disqualification in the interview process.

Signature: _____ Date: _____

Printed name: _____

Provide your TOTAL number of years' experience from all jobs/school in each category below.

Total Yrs.	REQUIRED Skills, Knowledge, Abilities and Experience:
	Customer Service experience; including ability to deal with unfair or verbal personal attacks
	Perform minor repairs (<i>loosen jammed garbage disposal, replace window blinds, etc.</i>)
	Assign/manage delivery of services from contractors who are responsible for repairs
	Scheduling appointments, and/or meeting with clients to discuss programs or rules
	Maintenance of confidential files
	Generate documents using basic computer skills (email, Word and Excel)
	Basic office work; including filing, data entry, answering phones
Total Yrs.	DESIRED Skills and Experience:
	HUD regulations/public housing/tax credit or other housing programs
	YARDI property management software

1) Describe your apartment complex management experience. For each position you have held in this capacity, include your specific duties and how you prioritized your workload.
Use additional pages if necessary.

Resumes, while useful, will not be accepted in lieu of these documents. Failure to return both the application and supplemental questionnaire before the deadline will remove you from the list of active applicants for this position.



Area Housing Authority of the County of Ventura

1400 West Hillcrest Drive • Newbury Park, CA. 91320-2721 • (805) 480-9991, ext. 840 • (800) 800-2123 • FAX: (805) 480-9951

An Equal Opportunity Employer

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability, or any other legally protected status. We are an equal employment opportunity employer of individuals with disabilities.

Applications are accepted for open positions only. A separate application is required for each open position desired. All sections must be complete within the application. Items left blank may be cause for disqualification as an applicant or dismissal, if employed. Supporting materials may be attached to this application.

A RESUME WILL NOT SUBSTITUTE FOR THE INFORMATION REQUESTED IN THIS APPLICATION

PERSONAL INFORMATION

Please Print Clearly

Last Name		First Name		Middle Name		Today's Date	
Current Street Address				City		State	Zip
Permanent Street Address, if different from present address				City		State	Zip
Cell phone number		Home phone number		Best daytime phone number			
E-Mail Address <i>(Print clearly - this will be your primary source of contact)</i>							
Position applying for: SITE MANAGER – Thousand Oaks						If hired, on what date can you start work?	
Salary desired: \$ _____ per		Have you ever worked for the Area Housing Authority before? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", when?					
How did you learn about this opening? (i.e. employee referral, newspaper ad, CaJobs, AHA web site, Monster, Indeed, etc.?)							
<input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have any friends or relatives working for the Area Housing Authority? If "Yes", list their names and relationship to you.					
Name				Relationship to you			
Name				Relationship to you			
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a Section 8 landlord?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a participant or applicant of any Area Housing Authority program?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		If hired, would you have a reliable means of transportation to and from work?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have a valid California driver's license? If "Yes," has your driver's license ever been revoked or suspended? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you at least 18 years old? <i>(If under 18, hire is subject to verification that you are of minimum legal age)</i>					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Have you ever served in the military? If "Yes", are you a veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you legally eligible to work in the United States? <i>(In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.)</i>					
<input type="checkbox"/> Yes <input type="checkbox"/> No		If hired, can you perform the essential duties of this position with or without reasonable accommodations?					
The AHA will consider reasonable accommodation measures that may be necessary for eligible applicants and employees to perform the essential functions of the job. If you need an accommodation for interviewing or job testing, please contact Human Resources immediately.							

EMPLOYMENT HISTORY

Starting with your most recent employer, list all present and past employment for the last ten (10) years. List each change of title or promotion separately. Explain any gaps between employment periods. **If more space is needed, use additional sheets.** Include relevant volunteer experience. *It is not acceptable to write "See Resume".*

Dates Employed From / To	Employer Name	Address	
Normal Schedule	Your Job Title	Reason for leaving	
Your supervisor's name	Your job duties		
Supervisor email:			
Company phone number			
Company website address:			

May we contact this employer for a reference? Yes No

Dates Employed From / To	Employer Name	Address	
Normal Schedule	Your Job Title	Reason for leaving	
Your supervisor's name	Your job duties		
Supervisor email:			
Company phone number			
Company website address:			

May we contact this employer for a reference? Yes No

Dates Employed From / To	Employer Name	Address	
Normal Schedule	Your Job Title	Reason for leaving	
Your supervisor's name	Your job duties		
Supervisor email:			
Company phone number			
Company website address:			

May we contact this employer for a reference? Yes No

Yes No Have you ever been involuntarily terminated or requested to resign from any position? *(Do not include layoffs)*
If "Yes", explain or attach separate sheet if necessary:

EDUCATION, TRAINING AND EXPERIENCE

Check the appropriate box: *(If no diploma, list the highest grade you completed)*

High School Diploma GED or High School Equivalency Certificate
 No Diploma # Years Completed in High School or Equivalent Educational Program : _____

List Colleges, Universities, Vocational and/or Business Schools You Attended

School Name	School Address	Years Completed	Major Course of Study	Degree Awarded?	Degree Title or # units completed
				Y / N	
				Y / N	
				Y / N	
List Professional Licenses or Certificates That You Currently Hold		Date Issued	Date Expires	Number and State	Was License or Certification ever revoked or suspended?
					Y / N
					Y / N
List computer software in which you are proficient <i>(if applicable for this position)</i>					

Yes Some of our clients do not speak English. **Do you speak, write or understand any other languages well enough to act as an interpreter?** If "Yes", list them below. *(including Sign Language)*

No 1. _____ Written Fluency Spoken Fluency
 2. _____ Written Fluency Spoken Fluency

Yes Do you have any other experience, training, qualifications or skills which you feel make you especially suited for work at the Area Housing Authority? If "Yes," please explain:
 No

REFERENCES

While we normally utilize the employer information contained in the "Employment Experience" section of the application, many times this information is not current or sufficient for us to make a reasonable inquiry. List two people **in addition** to any you have listed within the "Employment Experience" section of the application that we have your permission to contact **who have knowledge of your work performance** within your recent past or current employment situations. We need complete information to contact them in a timely manner. **Failure to provide complete information will result in your application being declared 'incomplete' and will remove you from our applicant pool. Do not list personal or social references.**

First Name	Last Name	Best Telephone Number To Reach This Person ()
How they know you (Relationship status and name of company where known)		Number of Years Acquainted
Their current occupation	Best email address to reach this person	
First Name	Last Name	Best Telephone Number To Reach This Person ()
How they know you (Relationship status and name of company where known)		Number of Years Acquainted
Their current occupation	Best email address to reach this person	



Area Housing Authority of the County of Ventura
Area Housing Authority Employment Application – Page 4

Read Carefully, Initial Each Paragraph and Sign Below

Initials

I hereby certify that I have not knowingly withheld any information that might adversely affect my opportunity for employment and the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of a material fact on this application or on any document used to secure employment, including my resume, shall be grounds for rejection of this application, rescinding of a conditional offer of employment or for immediate discharge, if I am employed, regardless of the time elapsed before discovery.

Initials

I hereby authorize the Area Housing Authority of the County of Ventura to thoroughly investigate my references; work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the Area Housing Authority of the County of Ventura any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the Area Housing Authority of the County of Ventura, my former employers, and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

Initials

I understand that if offered employment, the offer will be contingent on my passing a pre-employment drug screen, pre-employment physical, criminal/work history background checks, and E-Verify eligibility to work verification. By signing this application, I **voluntarily agree** to submit to a pre-employment alcohol/drug screen, pre-employment physical and background checks upon request. I understand that failure to pass the alcohol/drug screen, pre-employment physical and/or background checks will result in withdrawal of the conditional employment offer. I understand to be eligible for hire and if offered employment, I must meet all Area Housing Authority of the County of Ventura and HUD requirements applicable to this position.

Initials

I understand that nothing contained in the application, or conveyed during any interview which may be granted or during my employment, if hired, is intended to create an employment contract between me and the Area Housing Authority of the County of Ventura. No manager, supervisor, or employee of the Area Housing Authority of the County of Ventura has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the Executive Director has the authority to make any such agreement and then only in writing. None of the Area Housing Authority of the County of Ventura's Human Resources policies and procedures are intended to interfere with employees' right to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers.

My signature below certifies that I have read and understand the contents of this Employment Application, including the initialed paragraphs above, and agree to the terms and conditions outlined in this application. I declare under penalty of perjury under the laws of the State of California that all of the foregoing is true and correct.

Applicant's Signature

Date

Your Printed Name

NOTICE TO APPLICANTS

AREA HOUSING AUTHORITY OF THE COUNTY OF VENTURA'S USE OF BACKGROUND AND INVESTIGATIVE REPORTS

The Area Housing Authority of the County of Ventura [AHA] may use a variety of methods to confirm your prior work experience, criminal activity, driving record, character, general reputation and personal characteristics. This information may be used in decisions about your employment at the AHA.

Although the AHA application package only asks for your employment history for the past ten (10) years, the AHA may seek confirmation of relevant prior work history throughout your entire work history. To obtain this information before hiring an applicant, the AHA may:

- contact your prior employers via phone, fax or mail;
- search local court records via the internet and through a third party;
- contact educational institutions to confirm levels of education obtained;
- contact those individuals you identify as personal references.

You have the right to decline authorization of these reports. However, without these reports, the AHA may not be able to properly confirm whether you meet the job requirements; and the AHA may decide not to offer you employment.

If the AHA uses a third party to conduct these background and investigative reports, the AHA will certify to that third party that we have notified you of your rights, obtained your permission to get the background check, complied with all of the FCRA requirements, and won't discriminate against you or otherwise misuse the information in violation of federal or state equal opportunity laws or regulations.

If you authorize the AHA to conduct these background and investigative reports, you must indicate your authorization by your signature and date at the bottom of this page.

My signature below certifies that I have read and understand the contents of this Notice, and further, that I agree to the terms and conditions outlined in this entire AHA application package.

Applicant's Signature

Date

Your Printed Name

NOTICE TO APPLICANTS

Before the Area Housing Authority of the County of Ventura [AHA] takes an adverse employment action, (for example, not hiring an applicant or firing an employee based on background information obtained through a company in the business of compiling background information), the AHA will give the applicant or employee:

- a notice that includes a copy of the consumer report the AHA relied on to make its decision;
- a copy of "A Summary of Your Rights Under the Fair Credit Reporting Act"

The purpose in providing a notice in advance of taking an adverse employment action is to allow the individual the opportunity to review the report and explain any negative information.

If an adverse employment action is taken against you, the AHA will tell you (orally, in writing, or electronically):

- that you were rejected because of information in the report;
- the name, address, and phone number of the company that providing the report;
- that the company providing the report didn't make the hiring decision, and can't give specific reasons for it; and
- that you have a right to dispute the accuracy or completeness of the report, and to get an additional free report from the reporting company within 60 days.

The AHA disposes of background reports in full compliance of EEOC and FTC regulations, and within the AHA's record retention policy. All paper records are destroyed securely by a third party shredding company. Electronic files or media are destroyed or erased so that the information cannot be read or reconstructed.

INQUIRIES REGARDING YOUR APPLICATION STATUS

Applicants for positions with the Area Housing Authority of the County of Ventura will be notified regarding their applicant status. Generally speaking, we feel it is both prudent and professional to make such notifications only in writing. **Therefore, the Area Housing Authority will not respond to telephone requests for an application status.**

As much of the information on your application is of a confidential nature, it is not feasible for us to request adequate verification of the caller's identity prior to discussing any personal information. You will some written communication regarding the status of your application within 2-3 weeks of the closing date of recruitment. **Email will be the primary method of written communication. Therefore be sure to include a valid email address within your application.**

We ask for your patience and cooperation in this matter.

Voluntary Applicant Invitation to Self-Identify

Position applied for: **SITE MANAGER**

This company is subject to Executive Order 11246, as amended, which requires Federal contractors to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. We are therefore requesting information about the race, gender and veteran status of our applicants in order to comply with government reporting requirements and in order to ensure equal employment opportunity.

Name: _____ Date: _____

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This rule prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans. We are equal employment opportunity employers of individuals with disabilities.

This employer is a Government contractor subject to the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended by the Jobs for Veterans Act of 2002, 38 U.S.C. 4212 (VEVRAA), which requires Government contractors to take affirmative action to employ and advance in employment:

(1) disabled veterans; (2) recently separated veterans; (3) active duty wartime or campaign badge veterans; and (4) Armed Forces service medal veterans. (See definitions below.)

CHECK ONE:

- I identify as one or more of the numbered classifications of protected veterans above.
 I am not a protected veteran.

Veteran of the Vietnam-Era - Means a person who: (i) served on active duty in the U.S. military, ground, naval or air service for a period of more than 180 days, and who was discharged or released there from with other than a dishonorable discharge, if any part of such active duty was performed: (A) in the Republic of Vietnam between February 28, 1961, and May 7, 1975; or (B) between August 5, 1964, and May 7, 1975, in all other cases; or (ii) was discharged or released from active duty in the U.S. military, ground, naval or air service for a service connected disability if any part of such active duty was performed (A) in the Republic of Vietnam between February 28, 1961, and May 7, 1975; or (B) between August 5, 1964, and May 7, 1975, in any other location.

Special Disabled Veteran - Means (i) a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Department of Veterans' Affairs for a disability (A) rated at 30 percent or more, or (B) rated at 10 or 20 percent in the case of a veteran who has been determined under Section 38 U.S.C. 3106 to have a serious employment handicap or (ii) a person who was discharged or released from active duty because of a service connected disability.

Other Protected Veteran - Includes any veteran who served on active duty in the U.S. military, ground, naval or air service in a war, campaign or expedition in which a campaign badge has been authorized under laws administered by the Department of Defense.

Recently Separated Veteran - Any veteran who served on active duty in the U.S. military, ground, naval or air service during the one year period beginning on the date of such veteran's discharge or release from active duty.

Armed Forces Service Medal Veteran - Includes any veteran who, while serving on active duty in the Armed Forces, participated in a United States military operation for which a service medal was awarded pursuant to Executive Order 12985.

Voluntary Applicant Invitation to Self-Identify

Position applied for: **SITE MANAGER**

Name: _____ Date: _____

Gender: (*Check one*) Female Male Non-binary

Voluntary Applicant Initiation to Self-Identify

(Please check one of the descriptions below corresponding to the ethnic group with which you most identify.)

Ethnic Category (as defined by the U.S. Equal Employment Opportunity Commission)

Hispanic or Latino

A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

White (Not Hispanic or Latino)

A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Black or African American (Not Hispanic or Latino)

A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)

A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Asian (Not Hispanic or Latino)

A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

American Indian or Alaska Native (Not Hispanic or Latino)

A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

Two or More Races (Not Hispanic or Latino)

All persons who identify with more than one of the above five races.

Individual with Disabilities

Defined as a person who (1) has a physical or mental impairment which substantially limits one or more of his or her major life activity(s), (2) has a record of such impairment(s), or (3) is regarded as having such impairment(s). For purposes of this definition, an individual with disability(s) is substantially limited if he or she is likely to experience difficulty in securing, retaining, or advancing in employment because of the disability(s). ***We are an equal employment opportunity of individuals with disabilities.***

Completion of this data is voluntary and will not affect your opportunity for employment or terms or conditions of employment, if hired. Self-identification can be declared at any time prior to or, if applicable, after hire. (CONFIDENTIAL - FOR STATISTICAL USE ONLY This document will not be stored with your application.)

**VOLUNTARY RESIDENT EMPLOYMENT OPPORTUNITY DATA
AREA HOUSING AUTHORITY OF THE COUNTY OF VENTURA
ELIGIBILITY FOR PREFERENCE CERTIFICATION FORM**

General Information: All residents of public housing developments of the Area Housing Authority of the County of Ventura [AHA] qualify as Section 3 residents. Additionally, individuals residing in the County of Ventura who meet the income limits set forth below also qualify for Section 3 status.

A picture identification card and proof of current residency is required upon hire.

Area Housing Authority Income Eligibility Guideline – Effective June 1, 2019			
Number in Household	Extremely Low Income 30% of median	Very Low Income 50% of median	Low Income 80% of median
1 individual	\$22,000	\$36,650	\$58,600
2 individuals	\$25,150	\$41,850	\$67,000
3 individuals	\$28,300	\$47,100	\$75,350
4 individuals	\$31,400	\$52,300	\$83,700
5 individuals	\$33,950	\$56,500	\$90,400
6 individuals	\$36,450	\$60,700	\$97,100
7 individuals	\$39,010	\$64,900	\$103,800
8 individuals	\$43,430	\$69,050	\$110,500

*Fill in your name and check one of the boxes above.
Complete the section(s) below as appropriate for your circumstances.*

PRINT Your Name: _____

- I do NOT** meet the income eligibility requirements to qualify for Section 3 Preference in training and employment based on the income eligibility guidelines above.
- I DO** meet the income eligibility requirements to qualify for Section 3 Preference in training and employment based on the income eligibility guidelines above.

**Complete the section below ONLY if you currently reside in an AHA apartment.
Certification for Resident Seeking Section 3 Preference in Training and Employment**

I am a legal resident of the _____ Apartment Complex. My permanent address is:

Street Address, City, CA, Zip Code

Signature Date Signed

A Section 3 Resident seeking the preference in training and employment provided by this part shall certify, or submit evidence to the recipient contractor or subcontractor, if requested, that the person is a Section 3 resident, as defined in Section 135.5. (Examples of evidence of eligibility for the preference is evidence of receipt of public assistance, or evidence of participation in a public assistance program.)

NOTICE OF REQUIRED DRUG TESTING

Pursuant to the Drug-Free Workplace Act of 1988, the Area Housing Authority of the County of Ventura is required to certify its compliance in providing a drug-free workplace that is free from the illegal manufacture, distribution, dispensation, possession, sale and use of marijuana, illegal drugs, and the use, possession or distribution of alcohol. All applicants who are extended a Conditional Offer of Employment shall, as part of their pre-employment physical, voluntarily submit to blood and/or urine testing for the presence of alcohol, marijuana or illegal drugs. Refusal to submit to the required drug testing or any other component of the pre-employment physical examination will result in withdrawal of the employment offer.

Applicants with a confirmed positive test result will be denied employment. The Area Housing Authority will not discriminate against applicants for employment because of a past history of drug abuse. Therefore, individuals who have failed a pre-employment drug test may re-apply for employment with the Area Housing Authority for any subsequent public recruitment for which they are qualified, after a period of no less than six (6) months. If they achieve the status of a successful candidate for a subsequent recruitment, they must present themselves as drug-free at that time.

Applicants for employment who are Public Housing residents or Section 8 participants should be advised that in the course of a pre-employment physical, a positive test result indicating marijuana or illegal drug use, in addition to denial of employment, may also cause eviction and/or termination from public housing programs.

SALARY GRADE: F1

SALARY RANGE: FROM \$21.37/hour - \$26.29/hour*

Non-Exempt, Part-Time, Regular Position

**The position may include an on-site apartment valued at \$6.24/hour*

DEPARTMENT:

Housing Assets

REPORTS TO:

Housing Assets Supervisor

DATE WRITTEN:

June 1, 2009

DATE OF LAST UPDATE:

May 16, 2019

BRIEF SUMMARY OF THE POSITION

Responsible for ensuring compliance with federally mandated regulations and AHA guidelines for federal, city or privately funded assisted housing communities. Assists residents with issues and concerns associated with their residency and qualifies applicants for housing programs. Oversees all aspects of managing the apartment complex; including the direction, control of, coordination and assistance with/performs various maintenance issues associated with the AHA owned property.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed below. Typically, this would be gained through:

- High school graduate **and**
- Two years' experience working with the public in a clerical or retail environment **and**
- Possession of, or ability to obtain, an appropriate, valid Public Housing Manager Compliance Certification within one year of appointment.

If this certification is not currently held, it must be earned within one year of appointment to this position.

PREFERRED Education and Experience

- College degree preferred in Business Administration or Public Administration; Real estate/Property Management; the Social Sciences/Humanities. *Two years of course work in a closely related field may be substituted for one year of experience.*
- Two years' experience with pertinent real estate statutes, regulations, codes and practices relative to landlord/resident relationships and housing assistance programs.
- Experience in the procedures, methods, and techniques of conducting housing inspections.
- Current knowledge of the fair housing principles, practices and guidelines of Federal, State, and local agencies, for federally assisted housing management programs.
- Certificate in Microsoft, Property or Office Management, Business Administration or Computer technology.

ESSENTIAL FUNCTIONS OF THE POSITION

- Provide full-time, reliable and predictable attendance at assigned apartment sites.
- Drive to and from assigned apartment complexes.
- Fully responsible for all apartment site operations; as well as the maintenance of and improvements to the physical sites.
- Provide exceptional customer relations skills while professionally resolving issues and concerns for residents, vendors and the AHA.
- Work on-site, with minimal direct supervision with a high degree of personal initiative and patience with tenants.
- Establish, maintain and foster a positive working relationship with residents, vendors, and AHA staff.
- May have "on call" responsibility while living at residence.
- Available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations.

Essential Functions – Representative Tasks

Essential and other important duties may include, but are not limited to, the following:

Property-Related Activities:

- Perform various "hands-on" minor and basic maintenance tasks when needed.
- Conduct move-in, move-out and annual physical inspections of all units; determine the resident's financial responsibility for noted damages and the work performed; determine the need for maintenance and repairs; counsel residents regarding problems, concerns and violations; assess the need for repair work; initiate maintenance work orders, as appropriate; perform follow-up tasks; generate and mail tenant charge letters.
- Inspect the property and grounds continually; generate work orders and perform follow-up activities with outside contractors.
- Coordinate resident activities with Resident Services staff.
- Prepare and review a variety of reports, records, and forms; prepare various informative newsletters, announcements, bulletins, activities, etc. for the residents.
- Perform data entry of relevant data gathered for annual client income/eligibility re-certifications.
- Comply with Agency-Owned Administrative Plan.
- Develop and implement preventative maintenance schedule and plan.
- Work with Property Management Coordinator and Eligibility Specialist to maintain full occupancy.
- Perform and maintain records of property checklists from daily property checks.

Tenant-related Activities:

- Show apartments; provide orientation for new tenants; explain and enforce lease agreements.
- Prepare and maintain resident files; submit and maintain financial and statistical reports; coordinate and execute rent delinquency and eviction procedures.
- Schedule and conduct recertification and interim reviews to verify resident income.
- Schedule and coordinate appointments with applicants; conduct resident selection interviews to determine eligibility.
- Welcome new residents and inform current residents of changes.
- Answer tenant questions and clarify AHA procedures about the Resident handbook, dwelling lease, operation of unit appliances and fixtures, community use areas, laundry room(s), U.S. Postal Service mailbox use, and maintenance request procedures.
- Communicate with residents about AHA, U.S. Department of Housing and Urban Development, and pertinent community information by posting notices in resident manager office, lobbies, and at central locations throughout the assigned development(s), or otherwise distribute as directed.
- Perform and teach various "hands-on" maintenance tasks to and for the residents; and make value judgments regarding responsibility for repairs and the associated costs.
- Update, input, and maintain Yardi files for all residents.
- Process all rent increases.
- Quickly resolve tenant issues by using AHA ACOP, HUD/State and Federal regulations and guidelines.
- Explain maintenance responsibility to residents so they understand potential charges.
- Relay concerns regarding residents or other tenancy-related issues to appropriate management; make corresponding recommendations to rectify perceived problems.

Vendor-related Activities:

- Effectively interact and coordinate directly with outside vendors to ensure proper maintenance of the assigned properties.
- Coordinate, schedule and monitor the progress and quality of work being performed by contracted outside vendors and AHA maintenance staff.
- Administer the inventory control process at the site, which includes controlling expenditures and ordering/receiving necessary supplies and materials.

MARGINAL FUNCTIONS REPRESENTATIVE TASKS

- Resolve lease violations and reported disturbances.
- Attend and participate in business meeting and court hearings.
- Conduct investigations when and as needed.
- Perform assigned additional professional duties and responsibilities as directed.

REQUIRED QUALIFICATIONS

Knowledge of:

Fair housing principles, practices and guidelines of Federal, State, and local agencies, for federally assisted housing management programs. The procedures, methods, and techniques of conducting housing inspections. General office equipment, practices, procedures and organizational skills (filing, telephone, accurate recordkeeping, scheduling, letter writing, documentation, etc.) Proficiency in Microsoft computer programs, particularly Word and Excel. Basic mathematical skills, including but not limited to, the ability to add, subtract, multiply, divide, and find percentages. Current knowledge of and experience with the modern and complex operational principles, characteristics, services and activities of public and private housing assistance programs.

and the **Ability to:**

Deal with "emergency" situations; flexible and willing to accept a dynamic work environment. Multi-task a variety of job related responsibilities. Communicate clearly and concisely in oral and written English. Coordinate maintenance and repair issues including adherence to health and safety standards. Professionally conduct interviews and make presentations to small groups. Establish and maintain an effective record management system, including storage and retrieval. Research, collect, compile and analyze research data. Demonstrate communication skills (oral and written ability to research, collect, compile and analyze research data; and prepare easily understood and concise reports.

Perform "minor and basic" hands-on maintenance tasks. Remain service-orientated in performance of daily activities. Create documents, including concise reports, in Microsoft software. Learn and use YARDI software for data entry, file maintenance and letter generation. Work with individuals from diverse ethnic and cultural backgrounds. Demonstrate high organizational skills, attention to detail and time management. Drive a vehicle for AHA business. Exercise independent judgment while recognizing and establishing priorities. File all assigned documents within five days of receipt. Read, understand, interpret and become proficient in and follow strict grant applicable laws, rules and regulations and programs. Maintain cooperative working relationships with AHA staff, tenants, the general public, and various governmental agencies. Maintain prompt, polite and dependable responsiveness to others. Meet the physical and mental requirements of the position. Perform work employing the highest ethical standards. Tactfully communicate bad news scenarios to individuals and families. Work under pressure, multi-task and meet schedule deadlines with minimal day-to-day supervision.

PREFERRED QUALIFICATIONS FOR THE POSITION

Two years' experience working in a public or private property business management environment having substantial interaction with property managers and tenants. Direct public housing/private management experience. Knowledge and experience with pertinent real estate statutes, regulations, codes and practices relative to landlord/resident relationships and housing assistance programs.

Ability to communicate clearly and concisely in oral Spanish.

ADA COMPLIANCE SUMMARY:

Physical Ability: Tasks require the ability to exert physical effort in sedentary to moderate work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-10 pounds). Tasks may involve extended periods at a keyboard or work station. Tasks may require occasional need to lift items weighing up to 29.5 pounds. Tasks require ability to operate a vehicle to drive on AHA business.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

ADDITIONAL REQUIREMENTS

- Must maintain regular and punctual attendance during normal workweek of Monday-Thursday 7:00 a.m. to 5:00 p.m. for face-to-face interactions with the public, clients, co-workers and management. Additional hours may be required to complete assigned tasks.
- Must maintain access to an automobile or other means of transportation, when and if required to travel on AHA business; and may be required to drive to/from main office and assigned sites.
- Must possess and maintain a valid California driver's license and current automobile insurance in accordance with California law, including a periodic review of recent DMV history.
- Must comply with all company policies and procedures.
- Must establish and maintain effective and cooperative work with others and answer to all levels of management.
- Must be bondable.
- Must work at assigned location(s).
- Must work overtime as assigned on holidays and weekends.
- May be required to attend appropriate technical training workshops and classes overnight via plane or auto as assigned.

WORK ENVIRONMENT / CONDITIONS:

Performance of essential functions may require exposure to adverse environmental conditions.

- This role occurs in an office environment and at apartment complexes with frequent interruptions and physical activity; filing and moving of objects is required.
- The office working environment is in a modern, well-maintained property building which is well lit, heated/air conditioned, with "open space" cubicle workstations and standard offices.
- Office equipment is ergonomically furnished. The office environment is adequately equipped with the necessary office equipment to support the position. Computer equipment and software generally conform to the latest technology, with potential exposure to a video display terminal screen.
- Duties require repetitive wrist, hand and arm motions.
- The noise level in the office work environment is usually moderate.
- Work may occasionally become stressful due to high volume of paperwork when working under pressure or with frequent interruptions.
- The employee may be in contact with individuals in crisis who may be ill, using drugs or alcohol and may not be taking prescribed medication. The employee must be ready to respond quickly and effectively to many types of situations, including potentially hostile situations.
- Driving a personal or AHA vehicle for AHA business is frequently required. AHA vehicles are equipped with standard safety features. The driving environment is contingent on the weather, traffic, road conditions, etc. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.
- There is a slight risk of electrical shock, and exposure to toxic or caustic chemicals or fumes and airborne particles while performing minor repairs.
- There is infrequent risk of working near moving traffic and mechanical parts.
- The passage of employees and the public through the work area is average and normal.