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# JOB ANNOUNCEMENT

July 25, 2019

**Position(s):** RESIDENT FACILITIES MANAGER (RM)

**Community:** ST PAUL ISLAND

**FACILITIES:** Senior Center and 10-Plex Low Rent Facility

**Posting Ends:** Open Until Filled

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Resident Manager
<b>SUPERVISOR GROUP</b>	Housing Director
<b>WORKER CLASSIFICATION</b>	Employee
<b>OCCUPATIONAL GROUP</b>	Facilities
<b>WORKER STATUS</b>	Non-Exempt
<b>SCHEDULE &amp; BENEFITS GROUP</b>	Regular Full-Time

**POSITION SUMMARY:** On-Site Resident Manager (RM) with oversight responsibilities for AHA's Senior Center and 10-plex Low Rent Facilities. Primary responsibility is to ensure the facility buildings and grounds are maintained in a safe, comfortable condition and are in compliance with all building codes; coordinating with the Housing Department for move-in/out inspections and change activities; communicating regularly with the Housing Director on needed repairs for the facilities and tenant interactions; maintain daily, weekly, and annual cleaning and maintenance schedules; conduct daily home visits with Senior Center tenants; work with tenants to ensure compliance with lease requirements and obligations; and monitor units to ensure tenants keep units in a safe, sanitary, and comfortable environment.

RM is a representative of AHA and assists in managing the facilities in accordance with AHA's policies and procedures and the regulations and guidelines of the U.S. Department of Housing and Urban Development (HUD). The RM is also expected to comply with local and State building codes. AHA will seek to provide the RM with all appropriate training and guidance for carrying out the delegated duties.

### ESSENTIAL FUNCTIONS

- **Procurement & process of applicant applications** - Procures applicants in accordance of AHA & HUD Policy and if necessary, RM will assist applicants to complete the required paperwork to the greatest extent possible. Applications must be kept confidential and sent to the Housing Services Department for intake selection process.
- **General oversight & inspections** - The RM is in charge of the Senior Center and 10-plex Low Rent commons areas and all of the property therein located. At all times, RM will ensure everything is in proper and safe working order. RM will order repair or replacement of maintenance items in coordination with the Housing Services Department. RM will police the area to ensure invited guests, are supervised and behaving in a quiet and orderly manner. RM is authorized to ask these persons to leave the facilities at any time if they are acting in a behavior considered to be unsafe or disruptive to the peace and quiet enjoyment of the facility.

RM ensures the building is safe and secure from uninvited or unwanted visitors at all times. When such an individual(s) is encountered or brought to the RM's attention, RM will ask them to leave immediately and if required will call the local authorities for assistance in their removal.

It is the policy of AHA to maintain a drug and alcohol-free workplace and living space. Distribution, possession and use of illegal drugs (including marijuana) or alcohol in any of the commons area, inside or outside of the facility are strictly prohibited. Persons under the influence or acting under the influence of drugs or alcohol in or on commons areas will be asked to leave immediately by the RM and if necessary the proper authorities will be contacted for their removal.

Specific inspection duties include:

- Move-In/Move-Out Inspections on all apartments as required, generating the proper documents with noted observations and actions for the Housing Services Director.
  - Annual Inspection of each apartment as required by the program.
  - Periodic Inspections may be required from time to time.
  - General inspections and visual inspections of entire buildings to ensure they are in compliance with safety and building codes.
- **Liaison activities** - RM is the principal contact between AHA and the tenants of the Senior Center and 10-plex Low Rent and from time to time for homeowners. If a tenant has a complaint or question(s), they often first contact the RM. RM will try to answer questions and resolve any disputes or problems that might arise between tenants. RM will notify tenants of rent changes and counsel tenants of maintenance/housekeeping of their unit when required.

The RM will coordinate special events at the Senior Center for tenants (i.e. tea parties, game nights/days, movie nights, grandchildren day, flea markets, Christmas/birthday parties), or as requested by the tenants or AHA, as availability or resources allow.

The RM will maintain inventory for facility supplies and equipment and place supply and equipment orders as needed or directed by the Housing Services Department

- **Enforcement actions** - RM ensures all tenants, visitors, and guests abide by the rules and regulations of the Senior Center, 10-plex low rent and those of AHA. RM will take whatever enforcement action is necessary and appropriate to ensure tenant health, safety and quiet enjoyment of AHA facilities.
- **Janitorial** - Conduct daily janitorial duties at both the 10-plex Low Rent and Senior Center to include vacuuming, window washing, mopping, dusting, shampooing, trash removal, etc. The RM may be required to perform other minor work items as they occur through consultation with the Housing Services Director.
- **Home Visits** - Conduct daily home visits with each Senior Center tenant utilizing a checklist to ensure their needs are being met and to identify any areas of concern or well-being. Checklist will also be provided to the Tribal Government of St Paul for referral of services and other activities.
- **Limited maintenance** - General maintenance of the grounds and facilities.
  - Ensures all entryways and exits are free from snow/ice accumulation, and are never locked or blocked. In times of extreme snow-fall or accumulation due to wind, RM may contract for snow removal after consultation with the Housing Services Director or the Executive Director, or if an emergency exists, take such action as necessary and appropriate to remedy the immediate need that may exist.
  - Monitors and maintains the Emergency Call System and the Fire Detection system in the building. RM checks and replaces all individual smoke detector batteries in tenant apartments during annual apartment inspections, or as needed. Check commons area smoke detectors twice per year (spring & fall), or as needed. Continually checks to see there are no hazards to life, health or safety in or around the building.
  - Performs minor repair or replacement of small work items when possible. When necessary, and after receiving authorization from the Housing Services Director or the Executive Director, contacts the appropriate contractor or maintenance person to perform.
  - Will prep units for rehab. Such as dispose and clean out of vacant units. This will include disposing of garbage, cleaning of all appliances, shampooing of carpets/floors, cleaning of all cupboards/cabinets, bathroom and general cleaning to ensure unit is occupancy ready.
  - Does periodic painting of units upon the vacancy of an apartment and prior to the entry of the new tenant, or as required.

## KNOWLEDGE AND SKILLS

- Basic knowledge or ability to acquire knowledge of building care and maintenance, State and Local Building Codes, Alaska Tenant Landlord law, AHA and HUD Rules, regulations, policies, and procedures.
- Strong organizational, communication, and record keeping skills
- Ability to work independently and follow directions
- Ability to maintain schedules for maintenance and cleaning
- Customer service skills

- Basic computer skills
- Ability to lift 50 lbs. or more

## **EDUCATION AND EXPERIENCE**

None required

## **SUPERVISION EXERCISED**

No supervisory responsibilities

## **WORKING CONDITIONS**

This position primarily functions as a customer service position with some janitorial and maintenance responsibilities of common areas as well as grounds maintenance. Position may require some activities to be performed in extreme weather conditions and some on-call responses for tenant issues such as unit damage, noise complaints, or domestic violence calls. Coordinates and completes requests from Housing Services Department for repairs, supply orders, tenant issues and other needs as indicated.

## **OTHER REQUIREMENTS:**

- A current printout from DMV of employees' driving record and Alaska Driver's License is mandatory if employee is required to hold a driver's license for the particular job.
- No felony convictions.
- Bondable

The job description is also available on our website or upon request by calling Toll Free from the Region 800-478-5614.

The Aleutian Housing Authority maintains a drug free workplace with a pre-employment drug screening required.

Please email [Kendall.osullivan@ahaak.org](mailto:Kendall.osullivan@ahaak.org) your application/resume, fax to 907-563-3105, or mail to 520 E. 32<sup>nd</sup> Avenue, Anchorage, Alaska 99503 AHA's employment application is available on our website at <http://www.ahaak.org/Jobs.html>.