**

**POSITION DESCRIPTION**

**RESIDENT SITE MANAGER - PART-TIME – TWISP, WA**

**Position opened until filled.**

**Our Agency**

Housing Authority of Okanogan County (HAOC) is a diverse, innovative public agency located in Omak, WA.  HAOC is committed to our mission: to create affordable housing, foster healthy communities where households thrive, and replace systemic racism with equity for all.

Those interested can expect:

* A competitive salary ($19 to $21.84 per hour depending on experience).
* This position comes with a Two-bedroom apartment and basic utilities at Twisp Gardens in Twisp, WA.
* Non-Exempt Regular Part-time position (20 hours per week).
* Paid time off: paid vacation, sick leave and 12 paid holidays each year.
* Washington State Pension (PERS).
* This position is responsible to the Executive Director, and the Property Operations Supervisor.
* The nature of the work of this position requires to be on-call duty seven days a week for 24 hours a day for emergencies.

**The Twisp Gardens Apartments Community**: is a 55+ and/or disabled, housing community located in Twisp, WA. 17 one and two-bedroom units are nestled near the Methow River and have beautiful views up and down the valley. The Resident Tenant Services staff will help us serve our residents by providing caring and top-quality services to our residents.

**How to apply**: email an employer application and a letter of interest containing examples of workplace duties where the required qualifications has been performed, the employer application is found on okanoganhousing.org/jobs) and three professional references. Please email application to: [nancy@okanoganhousing.org](mailto:nancy@okanoganhousing.org)

**RESIDENT SITE MANAGER**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of the responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. HAOC reserves the right to change, reassign, or combine job duties at any time and at its discretion.

Housing Authority of Okanogan County is an Equal Opportunity Employer.

**FUNCTION OF POSITION**

**Primary Responsibilities**

1. Accepts applications, builds and maintains a waiting list, verifies applicant/tenant information and contacts for occupancy.
2. Responsible for day-to-day and preventive maintenance, emergency repairs and grounds care. This may include a wide range of activities, from light plumbing and light electrical work to changing door locks, sealing windows, or bathroom fixtures, replacing appliances or inspecting evidence of infestation.
3. Responsible for preventative maintenance of apartment units and common areas to ensure that the physical condition of building
4. Responsible for rehabilitation of units as they become vacant.
5. Assists with the recertification of tenants.
6. Serve as “key-holder” to apartments for the main purpose of letting locked out tenants into their apartment.
7. Collects and makes bank deposits for rents and security deposits and keeps payment ledgers up to date.
8. Delivery of communications from Central Office to tenants in an expedited manner.
9. Make up work orders from tenant’s requests and/or notifications and complete general maintenance work orders in a timely manner, especially in emergency situations.
10. Mediate conflicts or disputes between tenants and inform the Housing Authority of issues in progress.
11. Shows apartments to prospective residents.
12. Serve as liaison between tenants and the Housing Authority and between the community and the Housing Authority.
13. Work with Housing Authority staff to facilitate delivery of educational and social service programs to tenant population.
14. Responsible for the cleaning of laundry room, community room, and office.
15. Responsible for enforcing tenant obligations
16. **On-Call Status – After Business Hours Emergency Maintenance Repairs**

Capable of being accessible for on-call status to respond and conduct after business hour emergency unit, buildings, facilities maintenance emergency repairs with overtime pay.

**Other duties:** The successful individual will perform other duties assigned by the Housing Authority’s Executive Director.

**QUALIFICATIONS:**

**Mandatory Requirements:**

**Experience**:

* Possess and maintain a Washington State Driver’s License and evidence of a good driving record for pre and continued employment (must possess a valid Washington State Driver’s license within 30-days of employment);
* Ability to successfully pass a pre-employment criminal background check;
* Requires general experience with all phases of basic minor unit, building, facility repair and maintenance including basic minor unskilled and semi-skilled carpentry, painting, plumbing, and electrical skills;
* Requires knowledge and ability in the consistent and safe use of basic mechanical hand and power

tools and equipment such as saws, hammers, screwdrivers, wrenches, mower, paint equipment, pipe wrenches, chain saws, sanders, floor buffers, power washers, etc.

* Must be experienced at, and capable of, performing outside landscaping functions and operating related hand and power equipment such as mowers, rakes, shovels, weed-eaters, lawn and garden sprayers, snow removal equipment, etc. under all kinds of weather conditions including exposure to heat, wind, dust, snow, and cold;
* Individual must be capable of performing the above-described functions under a variety of circumstances involving heavy lifting of machinery, furniture and/or appliances, and supplies (up to 80 pounds) with only the use of hand truck or with the assistance of another employee. Material may be lifted from two to four feet and carried for up to twenty yards;
* Must be able to climb stairs and ladders and work at heights sometimes exceeding twenty (20) feet (Often including the lifting of heavy objects such as 4’ X 8’ sheets of plywood);
* The work includes exposure to harsh cleaners and abrasive cleaning products and the use of hazardous chemicals such as pesticides and herbicides requiring the knowledge of proper safety procedures in the use of such chemicals;
* Must be capable of being accessible for continuous 24-hour on-call status in the event of after-hour maintenance emergency repairs;
* Ability to organize and establish priorities for work with courteousness, compassion and tactful manner;
* Work with little supervision; be self-directed and able to meet internal deadlines.
* Possess basic computer skills.

**Secondary Requirements:**

Although not mandatory, the following qualifications will enhance the individual’s chance for success in the job and are desirable:

* General contracting background helpful in providing an understanding of building techniques,

purchasing procedures, additional vender & procurement knowledge, etc.

**Licenses, Certificates and Other Requirements**:

* + Must possess and maintain a Washington State Driver’s License and evidence of a good driving record for pre and continued employment (must possess a valid Washington State Driver’s license within 30-days of employment). Proof of vehicle insurance or bond will be required at the time of hire.
* Maintain Housing Authority’s business operations, personnel and clientele confidentiality is mandatory for the position.

**NOTE:** Due to the nature of the on-site duties of this position, this position is not eligible for remote teleworking form an employee’s home.

**WORKING CONDITIONS:**

* **Physical:** Duties are performed in an inside and outside environment, as required performing physical activity for the position requiring the ability to go in out of all types of buildings (i.e., hallways, stairs, elevators, crawl spaces, etc.). Ability to lawfully operate a company vehicle is mandatory for the performance of the job duties.
* **Mental**: Ability to work accurately and promptly performing physical work functions.

Capable of working closely and cooperatively with supervisor, maintenance lead staff, Executive Director, other management staff, co-workers, clients, general public, and public & governmental officials. It is expected and required for the individual to work independently and with little supervision. Position also requires open, active and positive communication with co-workers, management and executive staff.

**PHYSICAL/EQUIPMENT REQUIREMENTS**

* Must be physically able to operate a variety of automated office machines, including computers, copiers, printers, facsimile machines, telephone, etc.
* Must be able to work, move or carry objects or materials such refrigerators, flooring, toilets, hot water heater, cabinets, etc.
* Ability to physically inspect the properties in its entirety to include, walking and climbing stairs.
* Ability to withstand all weather conditions and serve on-call, as scheduled or as necessary.
* Must be physically able to operate/use vehicle.

**HAZARDS -** Contact with dissatisfied or abusive individuals. Occasional work in unsanitary or infested units

**TERMS OF EMPLOYMENT**

* Employment with the Housing Authority is “At-Will” which means an employee can be terminated at any time with or without cause.
* A pre-employment background check will be conducted. An acceptable driving record must be provided to the Housing Authority prior to commencement of employment.
* The Housing Authority of Okanogan County is a drug free/alcohol free agency. Zero tolerance and immediate termination could be given to staff that is under the influence of drugs or alcohol during posted office hours or scheduled appointments with Housing Authority Staff or residents.
* Must have or be willing to get the following employer provided certifications within two years of employment: Housing Quality Standards Specialist (HQS Specialist), USDA RD Property Management Certification, Fair Housing Certification. Inability to achieve above employer offered certification may lead to termination of the position. All trainings are provided by the employer.
* Must be willing to travel for training and conferences. This position requires periodic meetings and trainings at the Housing Authority’s central office in Omak.

This job description does not constitute a contract of employment. Any oral or written statement or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the employer (the Housing Authority of Okanogan County) at the discretion of the employer, or as the needs of the employer and/or requirements of the job change. The Housing Authority of Okanogan County explicitly reserves the right to modify any of the provisions of this job description at any time and without notice. The duties listed above are intended only as illustrations of various types of work that may be performed. The omission of specific statements of duties or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_