



PM Operations Assistant

Position Description

FSLA Status: Non-Exempt, Full-time
Supervisor: Director of Property Management
Department: Property Management

ORGANIZATIONAL BACKGROUND

Cabrillo Economic Development Corporation (CEDC) is a community development corporation serving Ventura and Santa Barbara Counties. The CEDC was founded in 1981. CEDC's core program areas are: development and construction of rental housing and for sale housing for very low and low income households; homeownership education and counseling, loan packaging; property management; and community building and neighborhood revitalization.

THE POSITION

Under the supervision of the Director of Property Management, the PM Operation Assistant performs a variety of administrative support functions to Management, Compliance and Facilities/Maintenance.

Responsibilities:

This position requires excellent organizational skills and the ability to prioritize workload in order to meet deadlines and to multi-task. The person in this position performs a variety of support tasks which includes scheduling, data entry/extracting and preparation of reports and other tasks to support efficiency in the PM Management Department. Primary duties of this position's duties and responsibilities include, but are not limited to the following:

- Administrative responsibilities to support Management, Compliance and Facilities/Maintenance.
- Coordinates staff meetings, prepare meeting materials and make lunch arrangements.
- Take minutes at PM staff meetings.
- Coordinates and schedules staff training for management..
- Track and Logs all medical reasonable accommodations to ensure timely process and finalization.
- Track and logs all resident complaints to confirm resolution and finalization.
- Update CEDC's Rental Housing Portfolio list.
- Assist applicants by housing applications and provide property list
- Assist with leasing activities, i.e. marketing, application packages, leasing logs, etc.
- Assist with the Spanish translation of non-legal documents and meeting materials.
- Assist to finalize service/vendor contracts
- Prepare Special Trade MT Weekly Schedule
- Monitor maintenance supplies and equipment inventory.
- Orders supplies for the special trade MT team.
- Prepare spread sheets for special projects.

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- Set-up new vendors and maintain approved vendor list
- Publishes weekly property maintenance schedules
- Update/track Maintenance Technician Emergency/afterhours schedule
- Assists Maintenance Technicians with questions related to the Maintenance Service Requests process.
- Works with Resident Managers to determine appropriate timing for specific property maintenance.
- Verifies, schedules, and oversees trade specific Maintenance Technicians to complete property maintenance and/or unit service calls.
- Provides customer service to CEDC residents, including the option of immediate maintenance or last minute Technician availability scheduling.
- Facilitates or assists with the purchase order process and make Purchase Orders upon request
- Coordinate Maintenance Foreman with unit turnover scheduling.
- Coordinate Preventative Maintenance Schedule
- Review, file/log, update Maintenance Tech mileage reimbursement
- Review, file/log, update CEDC cell phone issued to Maintenance Tech
- Review Home Depot Card for UTRs only
- Retrieve/gather invoices from vendors
- Train new staff on proper procedure/protocol for Maintenance Service Requests
- Works on other projects assigned by the Director of Property Management.

Knowledge, Abilities and Skills:

- Strong ability to multi-task for a fast paced work environment.
- Knowledge of customer service relation practices.
- Familiar with maintenance work and trades, such as plumbing, painting, drywall, electrical, etc.
- Oral and written communication skills. Ability to compose letters and reports.
- Demonstrated organizational skills and the ability to handle multiple tasks.
- Experience with spreadsheets or related software applications having to do with web-based scheduling usage is required.

Knowledge, Abilities and Skills (continued):

- Computing skills using WORD, EXCEL, POWERPOINT, OUTLOOK, and other software as applications desired. MS Office Suite knowledge is a must.
- Ability to work one-on-one and in groups. Ability to work independently and with self-direction.

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- Very well organized, meticulously detail-oriented, diligent, dependable, and accountable and a team player are required skills.
- Bilingual Spanish/English. Must be able to read, speak and write fluently in order to translate documents.

Physical Demands

The physical capabilities described here are required in order to perform the essential functions of this job. Reasonable accommodations that do not result in undue hardship may be made if they enable individuals with disabilities to perform the essential functions. These physical capabilities can change without notice.

Physical Demands	Occasional	Frequent	Constant
Sit		X	
Stand	X		
Walk	X		
Climb stairs	X		
Reach desk level		X	
Reach overhead	Rarely		
Reach floor	Rarely		
Balance	Rarely		
Bends	Rarely		
Stoop	Rarely		
Squat	Rarely		
Repetitive foot movements	X		
Operates heavy equipment	Never		
Drives car/truck	X		
Talk/hear			X
Close vision (20" or less)		X	
Distance vision (20' or more)	X		
Peripheral Vision	X		
Ability to adjust focus		X	
Material Handling	Occasional	Frequent	Constant
Lift- floor to waist	Rarely and Up to 20 lbs		
Lift- waist to shoulder	Rarely and Up to 20 lbs		
Lift- floor to shoulder	Rarely and Up to 20 lbs		
Carry	Rarely and Up to 20 lbs		
Push	Rarely		
Pull	Rarely		
Rotational push/pull	Rarely		
Manipulative Ability/Activity	Occasional	Frequent	Constant
Object Handling	X		
Typing		X	
Fingering		X	
Simple hand grasp		X	
Firm hand grasp	X		
Fine/gross manipulation	Rarely		
Work Environment	Occasional	Frequent	Constant
Work near moving/mechanical parts	Rarely		
Outdoor weather conditions	Rarely		



Work Behaviors

Ability to adhere to high standards of behavior and performance:

- **Dependability** – follows instructions; completes tasks on time; takes responsibility for actions; is consistently at work and on time
- **Performance/Quality** - aligns behavior with company and customer needs, priorities and goals; fosters commitment to company goals
- **Honesty/Integrity** – performs tasks honestly and ethically

EDUCATION & EXPERIENCE:

High School Diploma or other related experience to successfully carry out responsibilities. Experience in nonprofit, property management or construction organizations preferred.

Language Skills

Excellent written and verbal communication skills. Ability to speak effectively with individuals at all levels, internal and external audiences within the company. Bilingual Spanish communication is required.

Mathematical Skills

Ability to add, subtract, multiply, and divide in units of measure, using whole numbers, common fractions, and decimals.

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.