



## **Assistant Resident Manager/Resident Services Coordinator**

### **Position Announcement**

#### **ORGANIZATIONAL BACKGROUND**

Cabrillo Economic Development Corporation (CEDC) is a community development corporation serving Ventura and Santa Barbara Counties. Core program areas are: community building and resident leadership development, , rental and for-sale housing development, , property acquisition and rehabilitation, and property asset management.

#### **CEDC Property Management and Resident Services Philosophy**

CEDC's philosophy is rooted in the belief that excellent property and asset management is an essential part of its overall construction of affordable housing activities. CEDC provides a superior living environment for its residents. CEDC implements a team management approach to its work with diligent coordination between its activities within its Property Management Asset Management, and Real Estate Development Departments..

#### **THE POSITION**

CEDC seeks a highly motivated, self-starter to assume the **Assistant Resident Manager** position. This position will be supervised by the Resident Manager and indirectly by the Property Supervisor.

#### **MAJOR DUTIES AND RESPONSIBILITIES**

Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. The Assistant Resident Manager major duties and responsibilities include, but are not limited to the following:

1. Greets residents with a smile and by their name.
2. Acts as first contact for resident's inquiries regarding resident events and services.
3. Regularly schedules and coordinates events and social/recreational activities designed to increase customer satisfaction.
4. Coordinate resident event planning and tracks resident sign ups and adjusts accordingly.

Other functions of this position include:

1. Assist the Resident Manager in all aspects of management of the apartments.
2. Will be responsible for clerical support duties such as: answering the phones, mailing, faxing, daily filing to ensure that all files are up-to-date and in good order.
3. Accepting requests for, preparation of, and maintaining proper tracking logs for resident

Maintenance Work Orders.

4. Accepting applications for housing and entering the families' names on the waiting list.
5. Updating the waiting list for housing.
6. Distribute notices to the residents as requested by the Resident Manager.
7. Assist with tax credit compliance related paperwork
8. Assist with annual apartment inspections.
9. Assist with the preparation of purchase orders and maintaining the purchase order log.
10. Assist with Community Building activities and events with the residents.
11. Assist at other properties managed by CEDC when required, at the direction of the Resident Manager, the Property Supervisor or Property Management Director.
12. Attend all scheduled Resident Meetings outside of regular working hours.
13. Attend monthly Resident Manager meetings at the corporate office
14. Attend Quarterly Corporate Meetings for all staff at the corporate office.
15. Attend other special staff meetings and special events.
16. Assist with other responsibilities related to the operations and management of the properties managed by CEDC.
17. Other duties and responsibilities assigned as needed.

Additionally, the responsibilities will entail the coordination or the provision of:

- Supportive services to seniors, special needs, and/or other residents in the areas of recreation, education, community, health and wellness for the residents;
- Referrals, when needed or upon request to community resources, social service providers, etc;
- Facilitation and access to social services and other needs;
- Green living awareness through educational workshops, events, activities; and
- Monitor energy consumption (reduction) and wellness based on green living principles.

**REQUIRED WORK EXPERIENCE:**

Minimum of 2 years of related property management and/or experience in the provision of community services to seniors and other special needs populations. Office management experience is highly desirable.

**EDUCATION**

Minimum High School diploma or GED equivalent certificate.

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES:**

- Bilingual (English/Spanish)
- Sufficient computer proficiency in MS Office Suite to enter data, produce correspondence, reports, flyers, etc.
- Ability to take initiative in problem solving, strong analytical skills.
- Ability to establish and maintain effective working relationships.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to work independently.
- Bonding capacity.
- Valid California Driver's License and proof of automobile liability insurance.
- Able to travel to attend property management and community building training.

- Strong customer service skills.
- Rent collection and property management software experience. Experience with Yardi software is a plus.

### **SALARY & BENEFITS**

CEDC offers a competitive compensation dependent on experience. Our comprehensive benefits package includes health insurance coverage for medical (either HMO or PPO), dental, vision and long term disability. Other benefits include paid time off, specific paid holidays and an opportunity for enrollment in a 403(b) retirement plan.

### **TO APPLY YOU MUST SUBMIT ALL OF THE FOLLOWING:**

1. **Complete and submit a CEDC Employment Application. The application may be found at [www.cabrilloedc.org](http://www.cabrilloedc.org) under ‘Careers’**
2. **Submit a Cover Letter of interest**
3. **Submit an updated Resume**

Send the Employment Application, Cover Letter and Resume:

[HR@cabrilloedc.org](mailto:HR@cabrilloedc.org) or or FAX (805) 620-9294

CEDC IS AN EQUAL OPPORTUNITY EMPLOYER.