



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 Director of PM, Portfolio Property Supervisors, Compliance and Facilities Project Manager.
- Track and Logs all medical reasonable accommodations to ensure timely process and finalization.
- Track and logs all resident complaints to confirm resolution and finalization.
- Assist PM Director in the preparation of Board reports
- Maintain a master calendar for audits and inspections
- Track and monitor responses to Inspections and Audit reports
- 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
- Assist in monitoring completion of annual unit inspections and redecoration schedules for properties.
- Assist in preparing materials for community presentations.
- Assist with the onboarding materials for new hires.
- Coordinates meetings, prepares meeting materials and make lunch arrangements.
- Take minutes at PM staff meetings.
- Coordinates and schedules staff training for management and site staff
- Purchases office supplies for the PM Dept. as needed.
- Prepare spread sheets for special projects.

- Set-up new vendors and maintain approved vendor list updated.
- Facilitates or assists with the purchase order process and make Purchase Orders upon request
- Monitors compliance to property preventative maintenance schedule
- Retrieve/gather invoices from vendors as needed for payment
- Works on other special projects assigned by the Director of Property Management, Compliance, Regional Property Supervisors, and Facilities Project Manager.

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.
- 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 and affordable housing property management 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.

LS (11-8-18)