



**Job Title:** Rock Crest Resident Manager  
**Department:** Asset Management  
**Reports to:** LIHTC Housing Supervisor  
**Position Classification:** Resident Manager  
**Approved Date:** March 2022

**Position Summary:**

The Resident Manager lives onsite and is responsible for overseeing daily operations at Rock Crest Apartments. The Resident Manager will work closely with the Housing Coordinator on move in's, move out's, re-certifications, resident activities, and other duties as they arise. It is the responsibility of the Resident Manager to ensure the property including the clubhouse, laundry room(s) and other community spaces are clean and well maintained. The Resident Manger will function as a liaison between residents and Loveland Housing Authority (LHA).

**Job Duties:**

- Provide appropriate and timely on-site, in-person and on-call phone coverage for resident needs and emergency situations requiring staff response.
- Upon receipt of re-certification list, the Resident Manager will schedule and conduct interviews and inspections with each resident listed. Ensure residents sign all appropriate documents and submit to the Housing Coordinator within 3 days. Work closely with the Housing Coordinator to assure prompt submission of all materials, which verifications are needed, and any problems encountered. Report to Housing Coordinator all unscheduled re-certifications by the 10th of each month. Must report all suspicious re-certification/verification materials to the Housing Coordinator.
- Conduct annual, move-in and move-out inspections with residents, documenting existing, resident caused damage and key distributions. Obtain necessary signatures and submit a copy of the inspections to the Housing Coordinator within one week.
- Enforce LHA house rules in a firm, fair, and consistent manner. This may include providing verbal and written warnings, posting notices, or attending court proceedings. Work with local emergency agencies such as police, ambulance, and fire department. File incident reports as needed. Promptly report any problems to the Housing Coordinator.
- Responsible for accepting maintenance requests from residents, investigating the situation, and reporting all work orders to Maintenance staff within 24 hours.
- Responsible for common area grounds including trash pick-up, common area cleaning, reporting needed maintenance items to Maintenance, sweeping of walks, etc. Resident Managers are strongly encouraged to engage residents as needed to assist with property clean-up.
- Must attend all Resident Manager meetings and special events as required by LHA Management.
- Resident Manager collaborates with Aspire 3D to plan and implement appropriate events, activities, as well as supporting engagement with community agencies to provide opportunities for residents.
- Resident Manager must provide friendly, courteous, and effective communication to all residents in the community. If communication deteriorates, immediate communication with the Housing Coordinator or Housing Supervisor for crisis intervention is required.
- Resident Manager must respond to resident concerns within a 24-hour period, even if no action will be taken.
- Keep accurate records of resident phone numbers, emergency contact numbers, family documentation, etc. Responsible for accurate and timely written documentation of all concerns, problems and issues concerning residents complete with dates and time for submission to the Housing Coordinator and Housing Supervisor.
- Resident Manager distributes flyers, memos, posts official notices, etc. as requested by the Housing Coordinator and Housing Supervisor.
- May perform work in various locations and outside standard working schedule as needed.



**Qualifications:**

The Resident Manager is a key public figure for LHA and must display a positive, professional attitude and a commitment to organizational goals. The ability to interact and establish working relationships with a diverse population of residents, LHA staff, other professionals, outside agencies, and community members is required. Must be able to communicate professionally via email, text, and phone. Must demonstrate effective conflict resolutions skills with a high degree of tact and diplomacy. Resident Manager must stay well informed of current housing trends and of the resources available to participate in developing effective and resourceful solutions to resident and community challenges.

Resident Manager must be proficient with technology, including operating LHA computer systems and software, Microsoft Office Suite (Outlook, Word, Excel, etc.), cell phone, etc. Must have knowledge of basic office practices, procedures, and equipment. Must be receptive to new ideas and show an eagerness and capacity to learn new technology.

The Resident Manager is required to live on-site in a unit provided by LHA.

**Licenses/Background Check:**

A criminal history and motor vehicle background check is required.

**Education and/or Experience:**

High School Diploma or GED required.

Housing experience preferred, but not required.

Candidates must be in good standing with the Housing Authority, if applicable.

Previous education or experience in social services, property management, gerontology, family studies, mental health/substance abuse treatment, or human rehabilitation is highly desired.