



Job Title: Resident Manager Supervisor
Department: Asset Management
Reports To: Assistant Director of Asset Management
Position Classification: E01
Approved Date: February 22nd, 2023

Position Summary:

The Resident Manager Supervisor position reports to the Assistant Director of Asset Management. This position is responsible for the supervision of Resident Managers, Assistant Resident Managers as well as ensuring the oversight of Asset Management functions related to the leasing, occupancy, and compliance for all Loveland Housing Authority (LHA) owned and/or managed properties and programs. The Resident Manager Supervisor aids site staff by problem solving and troubleshooting resident issues while contributing to policies and procedures by identifying needs and areas of improvement. Furthermore, the Resident Manager Supervisor supports the Resident Managers by acting as an additional liaison between residents and LHA.

Essential Job Functions:

- Supervise Resident Managers, including the onboarding and training of all new staff as well as identifying and completing continual training among seasoned staff.
- Ensure all Resident Manager duties are carried out in a timely and effective manner on site and in the admin office.
- Ensure appropriate and timely on-site, in-person and on-call phone coverage for resident needs and emergency situations requiring staff response.
- Run all Resident Manager meetings and staff special events. Conduct regular one-on-one and group meetings with Resident Manager staff.
- Ensure proper department coverage by scheduling Resident Managers staff vacation, daily hours and other absences.
- Partner with Housing supervisory staff to develop and improve policies and procedures, identify departmental needs, and propose new systems as appropriate.
- Partner with Aspire staff to ensure resident needs are met and properties have suitable support.
- Schedule work assignments, evaluate staff performance, provide opportunities for employee development, and initiate appropriate disciplinary action as required.
- Assist the Housing Supervisor supporting day-to-day operations to ensure that department goals are met. Ensure that housing units are leased, rents are collected, and that compliance regulations, the lease and house rules are enforced in a consistent manner.
- Actively participate with the Asset Management staff in the development of annual budgets for each property. Assist the Director of Asset Management with projects and programs as needed and/or requested.
- Work collaboratively with Asset Management staff on initiatives including but not limited to Resident Scholarship Program, Resident Advisory Boards, Resident Councils, etc.
- As a supervisor, must listen carefully, follow and/or give clear instructions, provide thoroughly researched information to Directors, Executive Director and/or the Board(s) of Commissioner's, seek feedback and offer constructive feedback as needed.
- Assist office staff by covering the front desk during breaks and lunches.

Knowledge, Skills, and Ability:

- The Resident Manager Supervisor 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, Outlook, Asana, and phone.
- Must demonstrate effective conflict resolutions skills with a high degree of tact and discernability.



- Resident Manager Supervisor must stay well informed on current housing trends and the resources available to participate in developing effective and resourceful solutions to resident and community challenges.
- The Resident Manager Supervisor must be proficient with technology, including operating LHA computer systems and software, Microsoft Office Suite (Outlook, Word, Excel, etc.), and cell phones, 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.

Job Specific Competencies:

- Consistently demonstrate the ability to effectively interact with a diverse population of program participants, other LHA personnel, and community resource staff.
- Must have ability to respect the privacy and confidentiality of staff and clients.
- Possess excellent oral and written communication skills.
- Must demonstrate effective conflict resolution skills, including the ability to maintain a positive and professional demeanor at all times.

Supervisory:

This position supervises non-exempt positions. This position carries out supervisory responsibilities in accordance with the organization’s policies and procedures.

Education and/or Experience:

- Bachelor’s degree in Management, Business Administration, or related field is preferred.
- A minimum of 3 years Housing and Supervisory experience preferred.
- Experience in mental/substance abuse treatment, or human rehabilitation is highly desired.

Driver’s License and Background Check:

- Must possess and maintain a valid Colorado Driver’s License with an acceptable driving record (no major violations within the last three years) and be insurable through Loveland Housing Authority insurance carriers.
- A criminal history and motor vehicle background check is required.

Core Competencies:

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| Teamwork | Responsiveness | Integrity |
| Collaboration | Attention to detail | Active listening |
| Professionalism | Organizational skills | Trust |
| Innovation | Problem solving skills | Positive attitude |

Working Environment:

Work is generally performed in regular intervals between the field and office which may require navigating properties and inclement weather. In the office, work may include sitting for extended periods of time, repetitive keyboard motion, reaching, bending, and kneeling. Light physical effort may be required by moving and positioning objects up to 20 pounds occasionally and/or 10 pounds frequently. Work is generally completed during normal office hours but may occasionally include evenings and weekends.

This position description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this role.