

10/18

## Overlook Housing Resident Manager Job Description

The Resident Manager is responsible for assisting Twin Pines Housing (TPH) with the day-to-day oversight of the property. The Resident Manager (RM) will report to TPH's Property Manager (PM) on tenant concerns, operations and owner issues; and will report to TPH's Maintenance Supervisor (MS) on maintenance and custodial activities. The RM will communicate regularly with the TPH staff and meet at least monthly with the PM and MS. The RM will respond to any on-site emergencies and follow through as appropriate. As requested, the RM will be available to meet persons needing access to the property.

The RM will check messages twice a day on established business days and will reside at the property in the designated RM apartment. Any extended periods away from the property will be arranged and approved through the Maintenance Supervisor. The RM will follow all of TPH's policies and procedures and will attend training as directed.

Regular duties of the RM will include:

1. Provide access for vendors, contractors, inspectors and others as requested by the PM or MT.
2. Perform a daily walk through of all common areas of the buildings, noting particularly general cleanliness, safety hazards, and maintenance items like peeling paint, broken windows, litter, screens and other repairs. The TPH inspection checklist will be used twice a month and turned in to the MS. Address all items found on inspections by either doing the work or reporting it to the MS.
3. Vacant Apartments: Be available to show apartments if requested by the PM. Know the features of the apartment and walk through the apartment before the showing. Be prepared to clean if necessary, and report any necessary repairs to the MS.
4. Assist with new move-in inspections using the TPH move-in inspection form.
5. Enforce house rules in conjunction with the PM.
6. Work with tenant problems and problem tenants. Report problems to the PM.
7. Respond to tenant complaints. Gather the information, discuss with the PM, and respond as directed.
8. Respond to maintenance emergencies and contact appropriate party. See TPH emergency list attached. Be informed who the local contacts are who handle emergencies in the area.
9. Log and document in detail with date, time, weather conditions and other applicable information all incidents, complaints, requests and emergencies.

10. Key Control – This position requires control of the master key. Signing the Master Key Holder Policy will be required.
11. Maintenance responsibilities are related to curb appeal and property appearance. This includes routine janitorial duties, inspections, cleaning in vacant apartments, removing snow from sidewalks, sweeping, and grounds work. Insure the property is litter free.
12. Vacant apartments: Do initial, interim and final inspections. Report any damages to the MS and do any necessary custodial tasks to prepare for new tenant.
13. Area responsibilities: After hours resident manager will receive call from whoever is on call, the RM will be responsible to check out the after-hours call and report back to the person on call. This is to include but not limited to the Hartford area properties Briars Housing, Overlook Housing, Hartford Scattered Sites and Wentworth Housing.

Regular duties of the Resident Manager, including time spent for on-call and regular activities should average 20 hours a week. Compensation shall include use of Resident Manager's apartment including payment of utilities (heat, electric, hot water and trash). Regular log sheets should be completely filled out with tasks performed, and kept in the log book on the RM desk in the office of Overlook.

Requires own transportation, cell phone, high school diploma or GED, and related work experience. Must pass criminal background and credit check. P/T. Submit cover letter & resume to [info@tphtrust.org](mailto:info@tphtrust.org).

Upon separation of employment from TPH, the RM apartment will be vacated within 30 days from the date of separation.

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Twin Pines Housing signature \_\_\_\_\_