

Job Description – Residential Manager

The Elder Edward Buckner, D. D. Miracle Village Complex is currently seeking an experienced Residential Manager for a full-time position in Tallahassee, Florida. Miracle Village Complex is a 44-unit HUD 202 PRAC Affordable Housing Development. Experience in HUD administration is essential for success.

The Residential Manager is responsible for oversight of the daily operations of the complex and reports directly to the Management Agent. This position supervises the Administrative Assistant, Maintenance Mechanic, Night Monitor and Tenant Volunteers. The responsibilities include reviewing applications for potential tenants, applying establishes criteria for resident qualification, renting apartments, collecting rents and deposits, overseeing use of Community Room or other shared facilities, coordinate property maintenance, investigating and resolving tenant complaints and issues, preparing necessary reports, and supervision of on-site staff.

Primary Duties and Responsibilities

- **Reviews tenant applications for eligibility; maintains and purges waiting lists and show available units.**
- **Follows Miracle Village Complex procedure for processing eligible applicants within the program guidelines. Works diligently to ensure that all new move-in files are complete and orderly.**
- **Verifies income, assets, medical or unusual expenses.**
- **Inputs, maintains and submits the proper information in the RealPage System.**
- **Prepares necessary forms and secures signatures to finalize agreements between tenant, owners and HUD.**
- **Attends trainings as needed and recommended by HUD and the Florida State Primitive Baptist Educational Foundation Management Company. This training may require overnight stays out of town.**
- **Walks property weekly to determine whether or not there are any maintenance or repair issues.**
- **Ensures that vacant units are “turned” in the fastest possible time by monitoring timelines of vendors and maintenance staff. Walks vacant unit daily to monitor progress of turn.**
- **Keeps property vacancy loss to a minimum by processing multiple applicants simultaneously upon receipt of notice of intent to vacate by current resident.**
- **Write advertisements if needed, obtain prices and place best exposure for the community.**
- **Distributes rent bills, collects rent and security deposits for deposit in proper accounts that have been established for Miracle Village. Bank deposits should be made the day of receipt.**
- **Approves and process purchase orders ensuring correctness, accuracy, and timely payments.**
- **Completes lease form, outlines conditions and terms of occupancy with new residents and completes relevant paperwork.**
- **Performs annual re-certification of tenants, completes required weekly reports, monthly reports, and compliance reports.**
- **Cooperates with compliance staff in submitting requested information for audits, inspections and annual reports for lenders and regulatory agencies.**
- **Supervises on-site staff, providing constant feedback through verbal and written communications, participates in annual performance reviews, sets priorities in goals, collects time sheets, and oversees work.**
- **Recommends hiring, training and termination of site staff as appropriate to Management.**
- **Instructs tenants in emergency procedures, appliance use, and property rules.**

- Investigates tenant complaints and resolves tenant issues, prepares written incident reports, prepares and serves tenant warning notices, 3-Day notices, 18- Day notices, 30-Day notices.
- Refers tenants with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance or Service Coordinator.
- Schedules and complete customer surveys in order to identify resident needs, assess quality of services, etc.
- Shows vacant units and applies marketing strategies to reduce vacancy loss.
- Conducts quarterly unit inspections and walk through of vacated units assessing any damage, costs of repairs, and arranges turnover repairs. Prepares security deposit refund statements and submits to The FL State Primitive Baptist Educational Management Agent accounting department for disbursement in accordance with lease provisions.
- Engages subcontractors in repairing plumbing or electrical malfunctions, painting of apartments or building, and maintaining landscape or gardening work, and prepares maintenance work orders for all maintenance work to be performed.
- May need to act as a repair person in an emergency.
- Assist the Service Coordinator in providing local information of available nearby resources and transportation.
- Oversees, coordinates, and maintain calendar of events and users for Community Room and Library.
- Monitors security cameras daily.
- Responsible for preparing data for audit, budget and Board report
- Other duties as assigned

Requirements

- Must be a HUD Certified Occupancy Specialist (COS)
- Commitment and enthusiasm towards achieving the FL State Primitive Baptist Educational Foundation's mission and vision statements.
- Ability to work cooperatively and effectively with a diverse group of people.
- Strong oral and written communication skills
- Strong time management skills and ability to multi-task.
- At least 2 years' experience managing an apartment complex, subsidized housing experience preferred.
- Experience and understanding of the administration of 202 PRAC is essential.
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes.
- Knowledge of RealPage Operational System
- Possession of a valid Florida State Driver's License, a good driving record, and automobile insurance per requirements of the State of Florida.
- Working knowledge of computer software and systems: Excel, Word, Windows XP, email.

Language Skills

- Ability to read and interpret rental agreements, government regulations, and budgets.
- Ability to write effective business correspondence.
- Ability to effectively communicate information and respond to questions from groups and individuals.

Salary

\$15.32 hourly (Negotiable)

Deadline

Vacant until filled.

HOW TO APPLY

Visit the Miracle Village website at www.miraclevillage.org and download an employment application or come by Miracle Village. Applications can be mailed upon request. Submit application and a detailed resume outlining your professional work experience, education, and references along with your application to:

**Miracle Village
c/o Residential Manager Vacancy
1208 Birmingham Street
Tallahassee, FL 32304
(850) 222-0561**