



Building community from the heart

Company Name/Location: PEP Housing/Santa Rosa, CA
Job Title: Residential Property Manager
Position Type: Full Time, Non-Exempt
Pay Range: \$20-22/hr., DOE
Location: Assigned PEP Housing Property
Website: www.pephousing.org

About the Company

PEP Housing is in its 43rd year building community from the heart. We are a successful non-profit that builds and manages affordable housing for seniors living on limited, fixed incomes. With 18 properties, over 500 residents and projects under construction, we keep busy!

Our employees are as important as our residents, and our goal is to ensure both have a positive and rewarding experience during their time with PEP Housing. We value our employees, and we take pride in recognizing their outstanding talents and efforts. We are committed to the delivery of superior quality of services based on a foundation of honesty, integrity, and ethical treatment.

PEP's benefits include health and welfare plans (medical, dental, vision, LTD, etc.); retirement plan; work-life benefits (paid vacation and 13 holidays); career development opportunities through mentorships and continuing education programs and a great working environment with professional growth prospects.

Position Summary

The Residential Property Manager is responsible for oversight of the daily operations of the apartment complex.

Principle Duties and Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Follow the application process as established by PEP Housing to meet funding and legal requirements.
- Review resident applications, perform all necessary verifications, and show available units.
- Complete new resident move-ins and move-outs in property management software, Boston Post; collect, post, and deposit security deposits and rents, complete lease form, outline conditions and terms of occupancy for new residents.
- Promptly and efficiently follow move-in and move-out checklist items, procedures and policies.
- Instruct residents in emergency procedures, appliance use, and property rules.
- Serve resident warning rent notices and maintain a daily manager's log.
- Work with Finance Department to keep accurate and complete rent roll including listings by unit of gross rent potential, rent paid, late charges, non-payment, etc.
- Collect all rents and other monies, and ensure all transactions are processed and input accurately and completely in the Boston Post computer accounting system.
- Work with Compliance staff on the annual recertification of residents.
- Ensure that recertification requirements are performed on a timely basis in order to meet the property/financing requirements. Interview residents and prepare forms for collection.
- Inform residents of the need to comply with recertification requirements and, when necessary, implement warning notices.
- Complete timely and accurate income recertification of all residents within established regulatory guidelines.



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- Process and maintain all resident documents and forms including leases, income certifications, and recertification.
- Provide reports to property supervisor upon request.
- Develop on-going system for ensuring all components of apartments are in good repair and comply with PEP Housing standards.
- Schedule annual upgrades to apartments for new carpeting, fixtures, window treatments, and appliances as needed (for occupancy over 10 years or with significant wear and tear).
- Ensure handicap accessibility for all apartments, per ADA requirements.
- Upon notification of vacancy, schedule any and all remodels with Maintenance Department.
- Inspect vacant units, assessing any damage and cost of repairs, arrange turnover repairs, and ensure that vacant units are cleaned and in move-in condition.
- Conduct regular weekly inspections of common and storage areas, building exterior and grounds, record deficiencies, and take appropriate action to improve the general appearance of the property.
- As needed, perform maintenance and janitorial tasks.
- Maintain office filing system according to PEP Housing guidelines and procedures.
- Handle petty cash expenditures, maintain thorough records and submit invoices.
- Attend and participate in Resident Managers meetings and other staff meetings.
- Ensure the successful day-to-day management of the property and maintain all financial records and files in good order.
- In case of emergency, alert management and residents and assist residents in an orderly evacuation of the property.
- In case of emergency, assist residents in relocating to a shelter and/or contacting family members or others to arrange a place to stay.
- In case of emergency, once residents evacuate, secure the property if safe to do so. Once the emergency subsides, assist residents in a safe and orderly return to the property.

Education, Skills and Experience:

- Bachelor's degree in urban planning, public administration, business, or related/applicable field; previous experience with a community-based nonprofit agency, housing development, lending institution or related business preferred.
- An entrepreneurial and creative approach to problem-solving in the field of housing development.
- Knowledge of federal and state affordable housing programs, housing practices and principles.
- Ability to communicate effectively, both orally and in writing; excellent public presentation/speaking skills.
- Computer literacy in MS Office including Word, Excel, PowerPoint and ability to learn various other software applications using spreadsheets, word processing, and databases.
- Comfortable working with intangibles.
- Patience, persistent and a person of integrity.
- Strong interpersonal skills necessary to work effectively with a diverse community of people and organizations.
- Knowledge and awareness of issues faced by low-income families.
- Valid California driver's license, automobile liability insurance, and transportation for use at work is required.
- Must comply with all applicable rules and regulations of PEP Housing and regulators/funders as appropriate.



Qualified candidates can apply by emailing resumes to Sharonr@pephousing.org.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, genetic information or any other protected category. PEP Housing participates in E-Verify for U.S. citizenship confirmation. Potential employees must submit to all pre-employment processes, to include DMV, reference and background checks.

*COVID-19 considerations:
PEP Housing requires its employees to be fully vaccinated.*