

INTERNAL/EXTERNAL POSTING  
FULL-TIME APARTMENT RESIDENT-MANAGER POSITION AVAILABLE

The Housing Authority of Yamhill County has an immediate opening for a Full-Time (40 hours) Resident Manager position in Newberg. This position requires the candidate to be organized, and demonstrate the ability to handle multiple priorities. This position requires the candidate to have some experience in property management, be self-motivated and have good communication skills. Candidates will be expected to work independently and to work closely with fellow site office and maintenance staff. The property is an 84 -2bd. unit complex. The candidate we are seeking should have an eye for detail, be an effective problem solver and be able to effectively manage changes well to best promote resident retention.

Property Locations:

Woodside Park Apartments (84 units) 802 E 9<sup>th</sup> St, Newberg, Oregon 97132

Pay Range:

Pay range under the union contract starts from probationary step \$2,786.00 up to step \$3,920.00

Hours per week: 40 hours

Email Applications along with resume and letter of interest to [yvera@hayc.org](mailto:yvera@hayc.org) or fax to 503-472-4376.

Applications can be found on our website [www.hayc.org](http://www.hayc.org) or at our main office at 135 NE Dunn Place, McMinnville, Oregon 97128.

Most employees are hired at the beginning of the range, the position is a union position and candidate is required to live on site a two bedroom unit is available at Woodside Park Apartments and rent is deducted from pay. Candidates receiving a job offer will be required to credit and background check.

Due to the volume of resumes that we receive, only those candidates selected for interviews will be contacted.

The Housing Authority of Yamhill County is an Equal Opportunity Employer.

**POSITION DESCRIPTION**

**The Mission of the Housing Authority of Yamhill County (HAYC) is:**

To provide the opportunity for decent, safe, and affordable housing to individuals and families in our community and opportunities to position themselves for success.

**POSITION TITLE:** Resident Manager  
**DEPARTMENT:** Asset Management  
**SUPERVISOR:** Director of Asset Management  
**SUPERVISES:** Supervision of employees is generally not a responsibility of positions in this class; however, some direction of grounds or maintenance staff may be required from time to time. An incumbent will assist in the job orientation of new personnel.  
**STATUS:** Non-exempt **DATE:** January 2018

**POSITION RESPONSIBILITY:**

Performs on-site management of assigned rental properties owned or managed by the Housing Authority in compliance with subsidy programs such as Section 8 Housing Choice Vouchers, HOME, Rural Development and the Low Income Housing Tax Credit program.

**POSITION FUNCTIONS:**

The following represent the major essential and secondary duties of the position; however they are not intended to be all-inclusive. HAYC reserves the right to change, reassign, or combine job duties at any time.

**ESSENTIAL JOB FUNCTIONS:**

1. Advertise and promote units. Advertisements shall be accurate and non-discriminatory with regard to age, race, color, sex, religion, familial and marital status, physical abilities or national origin.
2. Accepts applications and shows vacant units. Screens applicants to meet tenant criteria and eligibility certification. Keeps regular office hours.
3. Prepares and executes lease agreements, collects rents, deposits and fees. Assist in collection of any delinquent amounts owing as well as sums owed by residents who have moved out. Maintains tenant files. Serves notices as required.
4. Maintain accurate and current information regarding community services, stores, churches, and public facilities in the area.
5. Provide orientation for new residents regarding building amenities and available services.
6. Conducts move-in/move-out and annual inspections with residents. Completes appropriate paperwork and work orders as needed.
7. Accepts and logs maintenance requests. Maintains maintenance log.
8. Addresses and resolves tenant complaints and lease compliance issues. Documents all tenant complaints and compliance actions. Document cases for eviction, appear in court on behalf of HAYC.
9. Respond to questions, concerns and complaints from residents, visitors and neighbors; provide information, initiate action to resolve, or refer as appropriate according to HAYC policies, procedures or instructions.
10. Monitor and ensure safety and security of property.
11. Walk the grounds at least daily and report any need for maintenance or other problems.
12. Maintains office and common areas such as community room, lobby, halls, laundry areas, patios, playgrounds, etc., including but not limited to vacuuming carpets, sweeping walks, picking up litter, mopping floors and taking out garbage.
13. Performs annual eligibility re-certifications. Assists tenants complete and sign all documents required for various subsidy programs to insure compliance with program rules.
14. Keeps project data and prepares monthly reports as required. Establishes, maintains, and updates various logs and books related to the orderly maintenance of records. Ensures all computer records of all tenants on caseload are accurate and current. Promptly and accurately maintains all file documentation.
15. Represent HAYC and coordinate relations between HAYC and the residents. The Resident Manager reports directly to the Director of Asset Management.
16. Coordinate resident meetings and social and recreational programs for residents.
17. Attend training sessions and participate in staff meetings and asset management meetings as deemed necessary by HAYC.
18. Maintain a physical presence on-site. Absences in excess of 24 hours shall require prior approval by HAYC.
19. Adhere to the Management Plans, landlord-tenant laws, and all procedures which apply to HAYC properties, including the responsibility of the Resident Manager to work in conjunction with other partnering agencies.
20. Performs other related essential duties and tasks as assigned



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### SECONDARY JOB FUNCTIONS:

1. May perform light cleaning and maintenance including vacant unit turnaround.
2. May perform grounds maintenance as needed.
3. May be required to deliver notices on occasion to other HAYC sites.
4. Perform related duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:** The individual must possess the following knowledge, skills and ability or be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities. Applicant must be able to maintain a high level of expertise in the current and evolving principles and practices in the following areas:

1. Knowledge of rental assistance and affordable housing programs.
2. Knowledge of Oregon Landlord/Tenant laws.
3. Calm and effective in emergency situations.
4. Can interface with co-workers, management, clients, community partners, and others in a courteous and professional manner.
5. Able to communicate effectively both verbally, and in writing using correct English usage, grammar, spelling, punctuation and vocabulary.
6. Capable of managing competing demands and meeting productivity standards while handling frequent change, delays, and unexpected events.
7. Possess skills to organize and work independently in an environment of frequent interruptions.
8. Ability to learn and follow regulations, policies and procedures of the Housing Authority. Ability to work harmoniously with other employees. Ability to engage a wide variety of people with a high level of professionalism, courtesy and good humor, including culturally, socially, and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues.
9. Show a strong commitment to maintain confidentiality in all assignments as directed;
10. Demonstrate an ardent commitment to client service;
11. The ability to perform and understand basic mathematical calculations such as fractions and percentages.
12. Reasonable knowledge of the community, social and economic resources available to low income and elderly individuals, with particular emphasis on resources as they apply to housing.
13. Ability to use computers with Windows experience. Familiarity with Yardi software a plus.
14. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy, ability to prioritize tasks and work under minimal direction, ability to understand and follow complex verbal and/or written instructions, and familiarity with filing systems and standard business machines (such as copiers, calculators, typewriter, computer equipment, telephone systems, etc.).
15. Must be capable of performing light lifting of up to 20 pounds and performing standard maintenance duties such as mopping and vacuuming.

### POSITION REQUIREMENTS AND QUALIFICATIONS

Educational level and Experience:

*Various combinations of education, experience and training may qualify an applicant. The following is a typical way to be qualified:*

1. High School diploma, GED, or equivalent experience;
2. Two years work experience and/or training in social services, subsidized housing programs, or apartment management or related field;
3. Working knowledge and training or experience in policies and procedures of subsidized housing programs desirable but not required.

Driver's License/Certification:

1. Must have and maintain a valid driver's license with acceptable driving record and auto insurance.
2. A passing score on a certification examination may be a condition of continued employment in this position.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

**Environment:** Normal office setting with travel to attend meetings or attend training events as well travel to sites to conduct site visits; contact with people of various social and economic backgrounds; may require varying hours of work. Exposure to various elements includes dust, dirt, insects, cobwebs, etc. Must be willing to visit tenant dwellings. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.



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**Physical:** Incumbents require sufficient mobility to work in an office setting and operate office equipment including computers. Require ability to visit existing buildings possibly on rough terrain to conduct unit and site inspections. Units may be multi-storied without access to an elevator or situated far back from parking areas. Inspection of empty units may require an incumbent to conduct the inspection without the ability to sit for an extended period of time.

### COMPANY-WIDE JOB REQUIREMENTS:

- Be courteous and respectful towards others, both internal and external, and responsive to requests.
- Participate in maintaining a supportive work environment. Treat employees with respect and fairness, and make open communication a priority.
- Work collaboratively as a team player with other employees on staff.
- Display initiative to resolve problems and capitalize on opportunities.
- Promote cost-effective use of the organization's resources.
- HAYC's staff, its clients, and the staff of community partners are diverse in many ways, including diversity by race, national origin, language, sexual orientation, age and disability. HAYC considers this diversity to be an important asset. All HAYC employees must engage diverse people in constructive and effective ways as supervisor, colleague, business partner, and/or service provider.

### REQUIREMENTS SPECIFIC TO THE RESIDENT MANAGER POSITION:

Upon termination of the Resident Manager, with or without cause, the Resident Manager shall return to HAYC any and all equipment, materials or other items belonging to HAYC, and shall immediately surrender the apartment unit occupied by the Resident Manager. It is understood that residency of the unit is a condition of and contingent upon employment by HAYC.

**Note:**

The above job description is not comprehensive. The job responsibilities may include other duties as assigned. This job description also does not constitute an employment agreement between HAYC and the employee. HAYC may change the job duties as it determines to be necessary or useful to meet its needs.

### EMPLOYEE ACKNOWLEDGEMENT:

I have read and understand this job description and responsibilities as Resident Manager for the Housing Authority of Yamhill County.


\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Employment Application

## Housing Authority of Yamhill County

	Last Name	First Name	Middle Name	Today's Date:	Position Applied for:		
	Address	City	State	Zip	Are you 18 years of age or older?  Yes    No	Date Available:	Expected Pay Rate:
	Contact Phone # Alternate Contact Phone #				Please list any other names you have used (ex. Maiden Names, Nicknames):		
	E-mail address:				How did you learn of this opening?		

**EQUAL EMPLOYMENT OPPORTUNITY.** We are an equal opportunity employer. All applicants will be considered without regard to race, color, religion, age, gender, sexual orientation, gender identity, marital or veteran status, national origin, ancestry, mental or physical disability, on-the-job injuries, or any other legally protected status in accordance with applicable federal, state and local equal employment opportunity laws and except as provided by those laws. *If you require an accommodation to participate in our application process, please contact Massey Casper at 503-883-4318.*

Are you authorized to accept employment in the United States? (Successful applicants will be required to prove identity and eligibility for employment.)    Yes    No

I have read the job description and can perform the essential functions of the job with or without reasonable accommodations: Yes    No

**RELATIVES:** Qualified relatives are eligible for employment except in limited situations in accordance with applicable law. Do you have any relatives who currently work for us?    Yes    No    \*If yes, state names(s) and the nature of the family relationship (e.g. parent, son, daughter, grandparent, etc.):

EDUCATION	Name of School and Location	Course of Study	Years Completed	Degrees Received
High School			1   2   3   4 Other (explain):	
College or University			1   2   3   4 Other (explain):	
Graduate School			1   2   3   4 Other (explain):	
Military, Vocational School or Technical Training			1   2   3   4 Other (explain): _____	

**OTHER JOB RELATED EDUCATION, QUALIFICATIONS AND/OR CERTIFICATES:** Please list and summarize any training, volunteer activities, and/or other specialized skills, qualifications or experience you feel would help you perform the work for which you are applying. For military veterans, please include information on any transferrable skills obtained through military education or experience that relate, directly or indirectly, to the position for which you are applying:

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**DRIVING RECORD:** (Note: a lack of a driver's license will not disqualify an applicant unless driving is an essential function of the job)

Do you have a valid Driver's License?    Yes    No

**EMPLOYMENT HISTORY:**

List your employment experience for the past 10 years, beginning with your present or most recent job. *Do not omit any employer.* (Attach sheet if more space is needed.)

Company Name		Your Title	
Company Address			
Date Started		Date Left	
Number of hours per week		May we contact this employer?    Yes    No If no, why not?	
Supervisor's Name		Telephone Number	
Description of your duties and responsibilities:			
Were you discharged from this job?    Yes    No			
If No, what was your reason for leaving?			
Company Name		Your Title	
Company Address			
Date Started		Date Left	
Number of hours per week		May we contact this employer?    Yes    No If no, why not?	
Supervisor's Name		Telephone Number	

Description of your duties and responsibilities:	
Were you discharged from this job?    Yes    No	
If No, what was your reason for leaving?	
Company Name	Your Title
Company Address	
Date Started	Date Left
Number of hours per week	May we contact this employer?    Yes    No If no, why not?
Supervisor's Name	Telephone Number
Description of your duties and responsibilities:	
Were you discharged from this job?    Yes    No	
If No, what was your reason for leaving?	
Company Name	Your Title
Company Address	
Date Started	Date Left
Number of hours per week	May we contact this employer?    Yes    No If no, why not?
Supervisor's Name	Telephone Number
Description of your duties and responsibilities:	
Were you discharged from this job?    Yes    No	
If No, what was your reason for leaving?	

**FOREIGN LANGUAGE:** Indicate any languages other than English that you can speak, read and/or write

	<b>Fluent</b>	<b>Good</b>	<b>Fair</b>
Speak			
Read			
Write			

**REFERENCES:** List three references (from persons not related to you) who are familiar with your qualifications and actual work history and ability. You must include a phone number.

- |    | <i>Name/relationship (supervisor, co-worker, etc.)</i> | <i>Address</i> | <i>Phone</i> |
|----|--|----------------|--------------|
| 1) | _____  | _____          | _____        |
| 2) | _____  | _____          | _____        |
| 3) | _____  | _____          | _____        |

**If you need additional space, please continue on a separate sheet of paper.**



**VERIFICATION AND SIGNATURE:**

**PLEASE READ THE FOLLOWING STATEMENTS CAREFULLY BEFORE SIGNING THIS APPLICATION. ONLY THOSE APPLICATIONS THAT ARE COMPLETELY FILLED OUT, SIGNED, AND DATED ARE CONSIDERED VALID. IF YOU HAVE ANY QUESTIONS REGARDING THIS STATEMENT, PLEASE ASK THEM BEFORE SIGNING.**

1. I authorize the Housing Authority of Yamhill County (HAYC) to contact any of my references, past/present employers, and/or other persons named in this application for the purpose of obtaining information about my employment history, education, character and qualifications. I release the HAYC from any and all claims and liability in connection with such contacts and inquiries. I also agree to sign any written authorizations and releases requested by the HAYC or my references in order for the HAYC to obtain the requested information.
2. I certify that answers and statements I have made on this application (and in any attachments or other supplementary or supporting documents) are true and complete without omissions. I understand that any falsification, misrepresentation or omission made by me will result in denial of employment, withdrawal of an offer of employment, or immediate termination, regardless of when and how discovered.
3. I understand that if I am offered employment, I will be required to authorize and pass a pre-employment criminal history check and driver's record check (for positions requiring driving) as a condition of being hired.
4. I understand if I am offered employment, I may be required to pass a pre-employment drug screen (including all substances which are illegal under state or federal law) and/or physical required by the HAYC in accordance with applicable law. I understand that a positive drug test will disqualify me for employment.
4. I agree that if I am hired, I will conform to all rules, regulations and standards of the HAYC as they presently exist or are later modified. **I also understand and agree that employment is At-Will and can be terminated at any time by me or by the HAYC for any reason not prohibited by law except as specifically set forth in an applicable collective bargaining agreement or individual employment agreement signed and dated by the HAYC's Executive Director.** I understand that no one other than the HAYC's Executive Director has any authority to enter into any employment agreement for any specified period of time, to change the At-will nature of the employment relationship, or to otherwise assure me of any future position, benefits, or terms and conditions of employment. Any such agreement must be in writing and signed by the Executive Director to be valid.

I have read, understand, and agree with all of the above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Unsigned applications will not be processed.**

**Return application to:  
Housing Authority of Yamhill County  
135 NE Dunn Place  
McMinnville, OR 97128**

**This application is valid for only 45 days from the date signed. If Applicant wants to be considered for job openings more than 45 days from the date signed, Applicant must submit a new and current employment application.**

## VETERAN'S PREFERENCE

Under Oregon law, veterans who meet minimum qualifications for a position may be eligible for employment preference. Please read the following checklist carefully and the box for each item that applies to you. You may get help from HAYC if you need further explanation or have special circumstances. Please note that the application of preference points is not a guarantee of being hired.

Note: If you are applying for a position for which the HAYC's hiring process results in a score, you will be given preference points as outlined below. If you are applying for a position for which the HAYC's hiring process does not result in a score, the HAYC will nonetheless give a preference to a veteran or disabled veteran in accordance with applicable law.

***IN ORDER TO BE ELIGIBLE TO RECEIVE VETERAN'S PREFERENCE, THIS COMPLETED FORM AND THE REQUIRED SUPPORTING DOCUMENTATION MUST BE SUBMITTED TO HAYC. PREFERENCE WILL NOT BE AWARDED WITHOUT THE APPROPRIATE DOCUMENTATION.***

**A. QUALIFIED VETERAN QUESTIONS:** You may claim veteran's preference if you check at least one box below and provide proof of eligibility by submitting a copy of your form DD-214 or DD-215 that includes your discharge status.

I served on active duty with the Armed Forces of the United States:

- For a period of more than 90 consecutive days beginning on or before January 31, 1955 and was discharged or released under honorable conditions, or
  - For a period of more than 178 consecutive days beginning after January 31, 1955 and was discharged or released from active duty under honorable conditions, or
  - For 178 days or less and was discharged or released from active duty under honorable conditions because of a service-connected disability, or
  - For 178 days or less and was discharged or released from active duty under honorable conditions and have a disability rating from the United States Department of Veterans Affairs, or
  - For at least one day in a combat zone and was discharged or released from active duty under honorable conditions,
- or**
- I received a combat or campaign ribbon or an expeditionary medal for service in the Armed Forces of the United States and was discharged or released from activity duty under honorable conditions; **or**
  - I am receiving a nonservice-connected pension from the United States Department of Veterans Affairs.

***Please see the next page for applicable definitions.***

**B. QUALIFIED DISABLED VETERAN QUESTIONS:** You may claim additional employment preference if you can check at least one box below and provide proof of eligibility by submitting both of the documents listed below:

1. A copy of your DD-214 or DD-215, Certificate of Release or Discharge, Copy 4, and
  2. A public employment veteran's disability preference letter from the United States Department of Veterans' Affairs (unless the information is included in the DD Form 214/215). To order the letter, call 1-800-827-1000 and request a public employment preference letter.
- I have a disability rating through the United States Department of Veterans Affairs; or
  - I was discharged or released from active duty for a disability incurred or aggravated in the line of duty; or
  - I was awarded the Purple Heart for wounds received in combat.

**I hereby claim veteran's preference points and certify that the above information is correct. I understand that any false statements may be cause for my disqualification or dismissal.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Service Number

\_\_\_\_\_  
Signature of Applicant  
Position Applied For \_\_\_\_\_

\_\_\_\_\_  
Date

## **DEFINITIONS**

**Armed Forces** means the United States Army, Navy, Marine Corps, Air Force, and Coast Guard, including the reserve components thereof. (Title 38 USC Part I Chapter 1 Section 101). Reserve components mean:

- (a) The Army Reserve;
- (b) The Navy Reserve;
- (c) The Marine Corps Reserve;
- (d) The Air force Reserve;
- (e) The Coast Guard Reserve;
- (f) The Army National Guard of the United States; and
- (g) The Air National Guard of the United States.

**Active duty** does not include attendance at a school under military orders, except schooling incident to an active enlistment or a regular tour of duty, or normal military training as a reserve officer or member of an organized reserve or a National Guard unit.

**Combat zone** means an area designated by the President of the United States by executive order in which, on the dates designated by executive order, the Armed Forces of the United States are or have engaged in combat.

**Veteran** means a person who:

- (a) Served on active duty with the Armed Forces of the United States:
  - (B) For a period of more than 90 consecutive days beginning on or before January 31, 1955, and was discharged or released under honorable conditions;
  - (C) For a period of more than 178 consecutive days beginning after January 31, 1955, and was discharged or released from active duty under honorable conditions;
  - (D) For 178 days or less and was discharged or released from active duty under honorable conditions because of a service-connected disability;
  - (E) For 178 days or less and was discharged or released from active duty under honorable conditions and has a disability rating from the United States Department of Veterans Affairs; or
  - (F) For at least one day in a combat zone and was discharged or released from active duty under honorable conditions;
- (b) Received a combat or campaign ribbon or an expeditionary medal for service in the Armed Forces of the United States and was discharged or released from active duty under honorable conditions; or
- (c) Is receiving a non-service-connected pension from the United States Department of Veterans Affairs.

**Disabled veteran** means a person who has a disability rating from the United States Department of Veterans Affairs, a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty or a person who was awarded the Purple Heart for wounds received in combat.

*OAR 839-006-0440*