Resident Manager - Job Description for ASIAN, Inc.

Department: Property Management  
FLSA Designation: Non-Exempt  
Reports To: Director of Asset Management  
Salary Range: $17 - $20 per hour (20hr work week) plus a 2 bedroom apartment with utilities/parking included  
Date: May 6, 2022

Description: ASIAN, Inc. is a non-profit that empowers Asian Americans and socioeconomic minority communities at large by reducing dependencies that block their access to opportunities in business development, housing, and financial education. Help ASIAN, Inc. continue its mission by becoming a Resident Manager, (RM) at one of our apartments. Our apartments provide equity for Low to Moderate Income (LMI), families and individuals, by creating affordable housing for them to be able to stay and thrive in San Francisco, California.

Summary of Position: As a Resident Manager you will assist the headquarters staff with various aspects of Affordable Housing Apartment management. The job will require you to establish a positive community environment, be available to assist residents with their needs, assist with some administrative responsibilities, and act as a liaison between tenants and our Headquarters. Resident Managers receive experience in a leadership role and receive an excellent chance to develop management and administrative skills. RM's also gain experience and training in mediation, cross-cultural communication, and public relations.

Knowledge, Skills, Abilities

As a Resident Manager, you will need to demonstrate the ability to:

- Communicate and defuse conflicts through interaction with a diverse resident population.
- Critical thinking through responding to resident needs and concerns
- Strong sense of detail and procedural follow-through with knowledge of administrative processes and good time management skills
- Experience with Google Apps (or MS Office suite)

Essential Duties and Responsibilities

- Actively promote and strive to develop a positive community atmosphere among residents.
- Communicate with, and serve as a liaison between residents and staff.
- Management of the building by servicing tenants and overseeing tenant disputes.
- Following property management protocols when writing up tenant work orders to our handy crew, detailed reports on tenant activity, and building repairs.
- Maintenance of the building by cleaning common areas, and making daily rounds of assigned property/building looking for safety concerns, maintenance items, lighting, cleaning needs, and lease violations.
Education and Experience

- A high school diploma or GED certificate preferred
- Experience with building maintenance and management is strongly preferred
- Friendly, affable demeanor
- Ability to be on-call for building emergencies

Terms of Employment

A. Must be eligible for the area in which the assignment is to be made.
B. Must reside in a designated Resident Manager Apartment.
C. Must request/notify your supervisor prior to being away from the apartment overnight or to leaving San Francisco at any time. Must seek the assistance of another manager to cover the area and submit a staff absence request form for approval (14 days in advance is expected).
D. Must be capable of responding to any issue or concern, whether on-call or not, at any time.
E. A Resident Manager receives a full rent waiver for a designated apartment, which includes: local telephone service, internet, heat, water, and electricity.
F. Resident Managers also receive a part-time wage between 20-29 hours.
G. Resident Managers are required to work a minimum of 2 hours at the Apartment Community.

Language Skills:

- Fluent in English.
- Knowledge of Mandarin, Cantonese, or Spanish is helpful.

Physical Requirements:

- Ability to sit at a desk, working on computers and phones for 8 hours a day.
- Ability to concentrate for 8 hours a day.
- Multi-limb and eye-hand coordination.
- Ability to bend, stoops, and lift boxes up to 30 lbs.
- Ability to stand, twist, turn, and reach.
- Ability to drive and travel by car.

Please send all cover letters and resumes to hr@asianinc.org