



## Site Manager III

### Description:

For over 40 years Bellwether Housing has been Seattle's largest, and most respected, non-profit organization, providing affordable housing for low-income individuals and families. Bellwether Housing offers an uplifting work environment with a diverse group of talented professionals who are committed to our mission and values of creativity, collaboration, ambition, warm-heartedness, and professionalism.

### Position Summary

Oversee all aspects of day to day management of one building including rent collection, leasing, resident relations, and maintenance of the property. Promote a "sense of community" among residents, working to solve problems and facilitate a responsible and positive community. Act as a liaison to Resident Services or outside agencies providing services and case management to residents.

### Position Responsibilities

- Provide professional, responsive, caring, and knowledgeable interactions with applicants and residents. Always seek to resolve complaints or client concerns, treating all parties in a respectful and helpful manner, regardless of their behavior.
  - Collect rents, monitor delinquencies, and assist the Portfolio Manager with eviction procedures, as necessary. Process monthly rent payments, post to resident accounts, reconciling accounts as appropriate.
- Supervise Assistant Site Manager, complete performance evaluations, set performance goals, recognize accomplishments and identify training needs. Keep staff fully informed of expectations and address performance when not meeting expectations.
- Manage all aspects of leasing vacant units including marketing, showing units, and assisting applicants to accurately complete rental applications and provide required supporting documentation.
- In conjunction with the Compliance Department, qualify applicants according to Bellwether's screening criteria and building-specific income restrictions.
  - Conduct annual re-certification of residents to maintain compliance with funder regulatory agreements.

- Collaborate with the Maintenance Department to coordinate work orders, preventative maintenance, and unit turnover work.
- Collaborate with building dedicated Resident Coordinator to provide resources and referrals to residents.
- Create a sense of community among residents, coordinating and engaging in regular events.
- Champion and cultivate an inclusive work environment.

#### **Minimum Requirements:**

- 3+ year's prior apartment management or leasing experience
  - Previous affordable housing compliance experience that demonstrates knowledge of initial and annual certification process, including reviewing and interpreting background screening reports and calculating household income.
- Proficient in Microsoft Office applications including Word, Excel, and Outlook.
- Excellent written and verbal communication skills. Ability to communicate clearly and concisely, both verbally and in writing.
  - Ability to exercise discretion and confidentiality at all times.
  - Experience applying fair housing laws and local landlord/tenant laws.
  - Exceptional customer service aptitude including problem-solving skills and the ability to respond quickly and tactfully to both internal and external customer requests. Positive attitude a must.
  - Ability to work independently and as part of a team.
  - Dependable, highly motivated, accurate, detail-oriented, and organized individual skilled at meeting deadlines and producing high quality work.
  - Experience handling money or performing rent collection.
  - Experience working with Yardi property management software or equivalent.

#### **Desired Qualifications**

- Minimum one (1) year experience supervising staff
- Completion of WSHFC Fundamentals and advanced training workshops.
- Certified Occupancy Specialist or Certified Professional of Occupancy designation.
  - Experience with Seattle Housing Authority Section 8 Project and Tenant-Based programs.
  - Experience working with Yardi or equivalent property management software.
  - Demonstrated ability to build effective partnerships with community constituencies and social service agencies.
  - Experience working with social service programs for diverse populations and making referrals as appropriate.
  - Prior cleaning and light maintenance experience in a work environment
  - Bilingual in English/Spanish, English/Tigrinya or English/Amharic.
  - Must be able to perform non-repetitive lifting of at least 25 lbs.

#### **Other Position Requirements:**

- Candidates selected for this position must pass a criminal history background check prior to employment with Bellwether Housing.

Beginning October 25, 2021 - based on the federal regulation from OSHA, all candidates that move to a final interview in the process, must certify they have received their Covid-19 vaccinations, by sending a copy of vaccine certification to [vaxcert@bellwetherhousing.com](mailto:vaxcert@bellwetherhousing.com). If not vaccinated, candidates that move forward in the process must submit a recent (no more than 72-hours prior) negative Covid-19 test result to [vaxtest@bellwetherhousing.org](mailto:vaxtest@bellwetherhousing.org). If the candidate is offered the position and remains unvaccinated, they will be required to submit negative test results every Monday to [vaxtest@bellwetherhousing.org](mailto:vaxtest@bellwetherhousing.org).

**Hours:** 40 hours per week, flexible work schedule

**Compensation:** \$28.36-\$31.34 per hour DOE, benefits

**Benefits:** Bellwether Housing provides 24 days of PTO in the first year of employment for all employees working over 20 hours per week. We have a 403(b)-retirement plan with immediate eligibility for employee contributions and employer matching after 15 months of service; three medical plans to choose from, one with an employer funded HSA; dental; vision; flexible spending accounts, long-term disability; employer paid life insurance; and commuter benefits.

Visit our benefits website for details at [www.mybellwetherhousing.com](http://www.mybellwetherhousing.com).

**Bellwether Housing is an equal opportunity employer.** We value diversity, including the diversity of thought and experience. We are committed to building an open and inclusive culture for all employees. We consider all applicants without regard to education, race, ethnicity, national origin, religion, gender, gender identity, sexual orientation, age, skills, and level of experience. All interested candidates are encouraged to apply.

Apply online: <https://recruiting.paylocity.com/recruiting/jobs/Details/1197978/BELLWETHER-HOUSING/Site-Manager-III---KingwayJuneau-Apartments>