

Cedar Crossing is a brand new 254-unit family building opening in June and preleasing begins in early 2022. To meet funder and lender benchmarks, the building must be 100% occupied no later than January 2023. The Site Manager will be a critical part of the initial lease up team, working in collaboration with internal stakeholders including the Portfolio Manager, Commercial Portfolio Manager, Marketing & Communications, Compliance, & Mercy Housing's Resident Services to screen, qualify and move in 254 families in this newly constructed building. The lease up will require deep collaboration, teamwork, flexibility, and a positive attitude while providing excellent customer service to our applicants. Collaboration will also be needed with external stakeholders including Mercy Housing, partner agencies and commercial tenants at the property. As the building opens, the Site Manager will oversee all aspects of day-to-day management of the building including rent collection, marketing, 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 with Mercy Housing's Resident Services or outside agencies providing services and case management to residents. All candidates that move to the final interview in the process must pass a comprehensive criminal background check and professional reference checks prior to employment with Bellwether Housing. Bellwether will ensure that individuals with disabilities are provided reasonable accommodation to perform essential job functions and to receive other benefits and privileges of employment. Essential Job Duties 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 and mentor Assistant Site Manager II and Leasing Associate, 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. Oversee 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 Facilities Management to coordinate work orders, preventative maintenance, and unit turnover work. Collaborate with Mercy's Resident Coordinators 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. Requirements High school diploma or GED 3+ years of prior apartment management; experience managing residents and/or mixed-use real estate properties of 245+ units. 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. experience with security and safety, monitoring activity, responding to/reporting safety concerns, conducting investigations, and cooperating with local law enforcement - or equivalent training/education 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 always exercise discretion and confidentiality. 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. Highly organized and strong attention to detail, capable of taking personal initiative in a project as needed, making sure all work is completed and of high quality. Great interpersonal skills to apply in diverse working situations with a variety of coworkers. Proven ability to work independently and as part of a team. Experience working with Yardi property management software or equivalent. Desired Qualifications Minimum one (1) year experience supervising staff Completion of WSHFC Tax Credit Fundamentals and advanced training workshops. Certified Occupancy Specialist or Certified Professional of Occupancy designation. CCTV, surveillance experience Experience with Seattle Housing Authority Section 8 Project and Tenant-Based programs. Experience working with Yardi or equivalent property management software. Experience with new property lease-up. 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. Hours: 40 hours per week, flexible work schedule. Lease up (June - December) will require flexible work schedules to accommodate leasing needs, including weekends and evenings. Additional Requirements for Final Candidates Pass a local, state and national 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.org](mailto:vaxcert@bellwetherhousing.org). 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) Other Job Requirements A willingness to learn about one's own prejudices and biases. An ability to work toward equal status relationships with people who are different. An ability to question personal assumptions about the skills and competencies of employees who are different. A desire to learn as much as possible about how one's own culture is different from others, and how that contributes to a particular way of viewing self and others. An ability to take risks to communicate with people from other cultures. An ability to learn from mistakes made in trying to communicate with people of other cultures. Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds Personal or professional experience in anti-oppression work Commitment to anti-racism and dismantling institutional and systemic racism Compensation: \$37.24-\$41.02 per hour depending on experience