

# Resident Services Manager – Full Time

## **General Description:**

The Resident Services Manager is responsible for the supervision and execution of the day-to-day operations of Hudson River Lodging. Areas of oversight include timely filling of vacant units, housing inspections, compliance with regulatory agencies, and overall tenant satisfaction, office operations, property protection and transportation. The Resident Services Manager oversees the approval/interview (as applicable), orientation, inspections, move-ins and move-outs as well as reporting for HRH's tenants and provides pertinent information to the staff of HRH and outside agencies working with HRH. In addition, he/she works collectively with all divisions of the agency to ensure that the physical environment and programs meets the agency's high standards. Additionally, the Resident Services Manager coordinates with and assists the Resident Services Team with monitoring tenant/guest compliances with House rules and policies.

## **Principal Duties:**

- Management of operations including the recruitment, selection, training, discipline (document), and termination - in accordance with organization policies, contract requirements, and law; scheduling and supervision of personnel, interns and volunteers assigned to operations positions and activities. (Night Supervisors, Residential Coordinators, Property Protection and Drivers as applicable). Approve/deny vacation requests and overtime; prepare and certify payroll for submission (bi-weekly); remedy errors. Regular one-on-one meetings and team meetings with staff are required; including timely evaluations are expected.
- Develop, in consultation with the Director of Resident Services, written procedures to implement the mission of the organization and assure the effective operation of all aspects of the program.
- Maintain compliance with applicable Federal, State and local regulations and all other mandated guidelines and policies relevant to the worksite operations.
- Develop and maintain a system for compliance with risk management and safety procedures such as fire drills, Department of Health Inspections and regular maintenance issues of the facility and vehicles.
- Responsible for facilitating the smooth operation of day-to-day housekeeping and maintenance services in conjunction with the environmental services and maintenance departments.
- Ensure that Fair Housing regulations and all other pertinent laws and compliance requirements are met and strictly adhered to by all staff.
- Assist during audits and monitoring visits.
- Maintain accurate & complete tenant files in accordance with HUD and other regulatory bodies.
- Participates in the development and management of budgets for operations related areas of her/his business lines, establishes the optimum utilization of resources for expenditures and other activities, and ensures conformity with the budget.
- Maintain the staff salary budget by utilizing a thoughtful weekly work schedule and maintain an adequate pool of employees that will minimize the use of overtime.
- Works collectively with the Facilities Department to evaluate day-to-day cleanliness and maintenance of the building, grounds, and equipment to enhance resident satisfaction and safety and compliance with fire and other health and safety regulations.

- Participates along with the Resident Services Team to enforce and communicate policies, rules and expectations for the various programs and rental leases at each site.
- Maintains knowledge of community resources pertinent to the client population and assists other departments within the agency to refer clients/tenants as appropriate.
- Demonstrates initiative by suggesting and implementing new ideas to further develop the overall mission and goals of the agency. Looks for ways to manage the staff and function more efficiently, while maintaining the integrity of the operations. All areas of the business should be committed to providing quality customer service. Consistently evaluate who the current customers are (clients, tenants, and guests) and creatively tailor the service approach based on their needs. Provide consistent communication and leadership to staff so that everyone is operating with the same objective and purpose. Make sure that all tenants/guests are treated fairly and courteously.
- Willingness to visit worksite during non-traditional hours to supervise, support and train staff. Will also be expected to be on-call to respond to tenant emergencies, staff call-outs, weather related crises, or other similarly related urgent situations that require a senior staff member to be onsite.
- Actively participates in senior staff meetings, inter-departmental meetings, trainings, committee meetings and fundraisers as requested. Develops a schedule for regular subordinate staff meetings to keep employees informed and engaged.
- Prepares reports and compiles statistics as required or as assigned.
- Other duties as assigned.

### ***Qualifications:***

**Education/Knowledge:** Bachelor's degree in Human Services, Psychology or Social Work. In lieu of the degree an equivalent combination of education, training and experience may be considered.

**Experience:** Must be able to substantiate previous supervision of 5 or more employees for a period of at least two years.

**Required Behaviors:** Must have excellent organizational skills and have the ability to prioritize the demands of the job. Must demonstrate sensitivity toward the worksite target population, and the ability to comfortably and effectively relate to individuals of diverse backgrounds, and be respectful of cultural differences. Must be responsible, non-judgmental, able to work independently and as a leader of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries. Must be dependable, flexible and demonstrate a high level of energy. Must have competent reading and writing skills along with strong communication skills. Must be friendly and outgoing however must also be able to present as competent and professional.

**License Requirements:** Valid NYS Driver's License required. Must have reliable transportation to be used during the course of the work day to get between worksites as needed.

**Physical Demands:** Must be able to climb multiple sets of stairs and lift 15lbs.

**Other:** Personal telephone required, subject to NYS Justice Department background check.

### **We offer a great benefit package including:**

- **Vacation, sick, personal and paid holidays.**
- **Medical and Dental benefits**
- **Employee Assistance Program (EAP)**
- **Life Insurance**
- **401k Retirement Savings with employer match**

**Please send resume with cover letter to Marie Mazzucco at [mmazzucco@hudsonriverhousing.org](mailto:mmazzucco@hudsonriverhousing.org)  
No phone calls please.**

**We are an Equal Opportunity Employer.**