



<b>EMPLOYEE:</b>	<b>JOB TITLE: OFFICE MANAGER</b>	<b>REPORTS TO: PROPERTY MANAGER</b>
<b>PROPERTY:</b>	<b>EFFECTIVE DATE:</b>	<b>STATUS: NON-EXEMPT</b>

**GENERAL DESCRIPTION-ESSENTIAL FUNCTIONS (KEY JOB RESPONSIBILITIES AND ACTIVITIES)**

Responsible for the viability of the project in all its aspects through the following:

- **Provides General Office Support**
  - Answers phones, directs calls, and takes messages
  - Maintains inventory of office supplies in a responsible way including ordering, organization, inventory control, and securing of supplies
  - Receives and distributes mail
  - Fills out incident reports as necessary
  - Conducts property walks including monitoring front parking lot
  - Meet regularly with Property Manager to organize and lead resident functions
  - Ensures ongoing formal and informal communication with the Property Manager and other staff
  - Assist the management staff in other areas when asked to do so
  - Attend and participate as host for any functions as directed by the Property Manager
- **Provides Applicant and Resident Support**
  - Responds to general inquiries regarding residency; directs regulatory/occupancy questions to the Leasing or Property Manager
  - Maintains tenant information documentation including parking assignments and emergency contact information
  - Maintains professional boundaries when dealing with the residents and applicants
  - Provides information to the residents, visitors, and staff regarding schedules and events.
- **Receives and Processes Applications for Residency**
  - Responsible that all fair housing laws are adhered to when handing out and receiving applications for residency
  - Provide administrative support for Leasing Manager by opening and time stamping mail and invoices, preparing check requests, preparing recertification packets and filing
  - Ensures that all applications are approved and entered into the YARDI Wait List in a timely manner according to HUD and Trillium guidelines
  - Sends annual update letters to all applicants
  - Understands and adheres to the policies established in the Tenant Selection Plan
  - Assists with compliance documentation and retrieval from prospective residents and current residents as directed and necessary
- **Processes Maintenance Work Orders**
  - Receives work orders by phone or in person
  - Creates the work orders in YARDI and closes them when they are complete
- **Receives Rents and other receivables**
  - Receive and process rents into YARDI according to Trillium guidelines and policy
  - Enter payments into YARDI
  - Monitor tenant receivables
  - Receives miscellaneous monies from events and other activities and processing them in YARDI according to Trillium policy
  - Prepare bank deposits

- Prepares 10 day notices

- **Acts as Primary Control Center for Emergencies**
  - Respond to emergency alarms and call the appropriate authorities when necessary
  - Follow all HIPAA rules and take staff and resident safety in mind when responding to emergencies
- **Participate in Training Opportunities provided by Trillium**
  - Attend all training classes when made available by Trillium
  - Travel to assist at other properties as directed
- **Complies with all Fair Housing and employment laws**

### ***SKILL SET (REQUIRED SKILLS AND OTHER FACTORS FOR JOB SUCCESS)***

- General office skills
- Ability, sensitivity and willingness to work with a diverse, low-income, multi-ethnic population
- Ability to work effectively in teams
- Dependability, initiative and follow-through
- Effective writing, communication and organizational skills
- Ability to respond appropriately in pressure situations; possess an even temperament and strong "people skills with a commitment to customer service
- Maintain a businesslike and professional appearance
- Professional demeanor with coworkers and residents
- Customer service orientation
- Computer skills including (Microsoft Office, internet, Yardi, Adobe Professional)
- Problem solving sensitivity, good judgment, patience, and ability to prioritize
- Strong interpersonal skills
- Must meet physical requirements attached

### ***WORK/EDUCATION EXPERIENCE REQUIREMENTS (REQUIRED EXPERIENCE, EDUCATION AND TRAINING)***

- Minimum 2 years related experience and/or training preferably in general office; or equivalent combination of experience and education
- High School diploma or general education degree (GED) or equivalent experience
- Experience working with older adults preferred

### ***AT-WILL EMPLOYMENT***

- Employment with Trillium is at will. This means that both Trillium and Employee have the right to terminate the employment relationship at any time, with or without advance notice and with or without cause.
- The first 90 days of Employee's employment will be considered an introductory period. However, this introductory period will not alter or modify the at-will nature of the employment.

### ***TRILLIUM POLICIES AND PROCEDURES***

- Employee will be provided a copy of the Trillium Employee Handbook and must adhere to all applicable policies, procedures and code of conduct contained therein
- At the start of Employee's employment with Trillium, Employee will be provided information on benefits available to Employees holding this position.
- Employee is expected to act professionally in all interactions with co-workers, third-party vendors and/or residents
- Employee is required to arrive to work on-time for each scheduled shift
- In the case of an emergency, Employee is required to contact his/her manager or supervisor at least 30 minutes prior to Employee's start time if Employee is going to be late or absent from work
- Excessive tardiness or absenteeism will subject the Employee to disciplinary action, up to and including termination

- Employee is required to maintain a timesheet for all hours worked and submit the timesheet to Employer on a semi-monthly basis. The timesheet must accurately reflect all hours worked by Employee, including all overtime hours

**MEAL AND REST BREAKS**

- For every five (5) hours worked on any single day, Employee shall have an off-duty, unpaid meal period of at least thirty (30) minutes. Employee must record all meal periods on Employee’s timesheet
- Employee shall take a paid rest period of ten (10) minutes for every four (4) hours worked on any day
- When Employee’s work period of not more than six (6) hours will complete the day’s work, Employee’s meal period may be waived at Employee’s sole discretion

**OTHER**

- If at any time Employee is unable to comply with any of the requirements outlined above, Employee must immediately notify his/her supervisor. Failure to do so may result in disciplinary action, up to and including termination.

**Limitations & Disclaimer: This job description is intended as a summary of the primary responsibilities of and qualifications for this position. This job description is subject to change at management’s discretion and is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future. Employee acknowledges that he/she has reviewed this document and understands the duties and expectations of the position.”**

EMPLOYEE SIGNATURE:	DATE:
SUPERVISOR SIGNATURE:	DATE:
HUMAN RESOURCES SIGNATURE:	DATE:

### PHYSICAL JOB REQUIREMENTS - OFFICE MANAGER

Essential Activities – Please check those activities that are essential functions of the position (the core purpose of the position):

1. Body Movements

- Lifting weight  0-40 lbs
- Lifting frequency  Frequently
- Bending/pushing  Frequently
- Reaching overhead  Frequently
- Pulling loads  Occasional
- Kneeling  Frequently
- Climbing ladders  Occasional
- Climbing stairs  Frequently
- Wrist torquing  Occasional
- Gripping  Occasional
- Driving Hours at a time: 2 Total Hours: 4

2. Repetitive Hand Motion

- Keyboarding/typing  Frequently
- Gripping/clicking mouse  Frequently
- Collating  Frequently
- Stapling  Frequently
- Telephone  Frequently

3. Visual and Auditory Acuity

- Accurate color perception
- Accurate depth perception
- Ability to hear emergency communications over telephone

4. Physical Hazards

- Ladder >10 ft  Elevated work surfaces  Confined spaces
- Paint/lacquer  Electrical <120 V  Electrical 120–600 V
- Pressure and vacuum

EMPLOYEE SIGNATURE:	DATE:
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