

# Memo

**To:** Program Directors  
**From:** Sarah Childress  
**Date:** May 21, 2021  
**Re:** Position Opening

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This position is currently open. Please forward this to your employees.

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**JOB TITLE:** Apartment Manager Specialist

**LOCATION:** Bradley County- Heritage Oaks/Heritage Oaks Annex/Stanford Place

**PROGRAM:** Affordable Housing

**POSITION SUMMARY:** Oversees all aspects of apartment complex such as maintenance, assisting possible new tenants and current tenants, maintain required paperwork and collects rent.

**DUTIES AND RESPONSIBILITIES / ESSENTIAL JOB FUNCTIONS:**

- Maintains facility in a clean and safe condition, ensures that all repairs are completed as needed, grounds are maintained and facilities are secure.
- Completes and maintains appropriate paper work and files on tenants, including rent collections charts and purchasing accounts.
- Maintains confidentiality of tenant and complex records.
- Assists all who wish to apply for tenancy at a complex.
- Ensures that facility is in full compliance with all federal, state and local ordinances, regulations and codes.
- Actively communicates with all tenants and provides a minimum amount of assistance to make sure they are maintaining normal health habits.
- Coordinates transportation, resident activities and social services as needed.
- Collects, records and deposits rent and security deposit money according to Agency financial procedures.
- Prepares work orders for maintenance on a regular basis and in preparation for REAC inspections or management reviews.

- Works with Central Office staff in marketing efforts and in submitting required monthly reports.
- Conducts apartment inspections twice each year to include plumbing inspection, check smoke alarms, refrigerator coils and ovens for overall cleanliness and workability.
- Walks through property each week to check for needed repairs.

**ROLE QUALIFICATIONS:**

**Education Requirements:**

- Associates degree preferred. High School diploma or GED required.

**Experience Requirements:**

- One-year previous work experience with apartment management procedures and systems.

**Other Knowledge, Skills and Abilities**

- Computer literacy, including strong word processing, spreadsheet and internet skills.
- Ability to work with program software.
- Ability to deal tactfully with the public, tenants and co-workers, and to exercise good judgement in evaluating situations and making decisions.

**Hours and Benefits:** Full-time; Non-Exempt.

**To Apply:** Send resume to: DCEA Human Resources, Attn: Apartment Manager Specialist, P.O. Box 1218, Morristown, TN 37816 or email to [awhite@douglascherokee.org](mailto:awhite@douglascherokee.org).