

# Residence Manager -LC

**Department:** Administration

**Printed By:** Becky Weaver

**Reports To:** Administration-->Vice President of  
Community Initiatives -LC

**Exemption Status:** Exempt

Provides residence management of 55+ apartment community in Lancaster City. Role involves relating with both existing residents of Steeple View Lofts as well as prospective residents. Position relates to service vendors and other businesses in the building. Successful candidate is passionate about building community and supporting aging in place.

## *Position Qualifications*

- High school diploma/GED or demonstrated proficiency in reading and writing skills required.
- Maintains current valid Pennsylvania driver's license.
- Prior experience or training in related role required.
- Understanding of basic building and utility functions.
- Ability to responsibly handle sensitive and confidential information.
- Able to work independently, well-organized, and can multi-task.
- Proficient in use of computer and related technology required for the role.
- Possesses good verbal, non-verbal and written communication skills.

## *Core Competencies*

- Joy: Nurturing an atmosphere which is positive, hopeful and thankful, while delighting in serving others, fulfilling responsibilities and celebrating life.
- Compassion: Demonstrating Christ-like love and concern in our relationships, serving one another with grace, humility, gentleness and sensitivity in a manner which respects diversity and honors the dignity and worth of everyone.
- Integrity: Committing ourselves to be honest, sincere, trustworthy and accountable in relationships, communication, and decision-making, with a respect for confidentiality.
- Stewardship: Devoting ourselves to faithful and responsible use of resources entrusted to our care, upholding high standards of performance and quality, striving for excellence and serving beyond expectations.
- Community: Relating with a spirit which is characterized by cooperation, teamwork, encouragement and mutual respect, valuing each person, affirming gifts and abilities, and seeking improvement through learning, creativity and openness to change.

## *Position Competencies*

- Passionate about supporting and building community
- Committed to supporting aging in place philosophy
- Planning & Organization: Manages the work responsibilities so tasks are completed accurately, efficiently and effectively

## *Position Competencies*

- Interpersonal Awareness: Works to understand others' viewpoints and recognizes the impact of own behavior on others.

## *Core Essential Duties/Responsibilities*

- Embraces and supports the organization's mission, vision and guiding values.
- Respects the dignity, honor and diversity of all persons.
- Functions as a positive team member in the development and encouragement of relationships that supports community, both interdepartmentally and intra-departmentally, with an Honoring Lives philosophy of serving others.
- Demonstrates flexibility and openness to learning and adapting to change as roles and expectations evolve over time.

## *Position Essential Duties/Responsibilities*

- Supports residents in resident-driven community initiatives
- Provides assistance to Steeple View Lofts residents as questions arise related to resident life and available in-home services through Landis Communities and other agencies
- Collaborates with Vice President on marketing and sales strategies
- Manages prospective resident process, wait list if applicable, and move out process
- Completes final inspection immediately prior to move-in/transfer to make certain that home is ready for occupancy.
- Coordinates and assists residents with move-in and departure. Provides access to Steeple View Lofts for moving companies hired by residents.
- Welcomes resident guests and other visitors to Steeple View Lofts.
- Handles requests related to custom painting, wallpaper, and furniture delivery, and all drapery/blind measurements and installation arrangements.
- Creates new systems, processes, databases, and procedures commensurate with determined need.
- Securely maintains building and apartment keys and the computer codes for entrance access.
- Assigns on-site parking spaces. Maintains, in conjunction with the Lancaster Parking Authority, parking detail, access, and passes for the Water Street Parking Garage.
- Provides rent collection for residents who choose to make payment at the Steeple View Lofts office. Identifies lease commencement dates and conclusion dates. Determines merit of returned deposits.
- Provides accurate dates and details to finance for Accounts Payable and Accounts Receivable
- Oversees and schedules custodial and housekeeping services of common areas and the community rooms.
- Communicates maintenance requests to the appropriate provider/vendor and follows-up with residents to make certain that all work is completed to the resident's satisfaction.
- Is familiar with providers who are responsible for the mechanical and building service, such as HVAC, electrical, plumbing, elevator, trash and sprinkler system.
- Collaborates with other Commercial Tenants for a seamless experience for residents and those who visit Steeple View Lofts.
- Demonstrates dependability, competence, accuracy and is observant.

***Position Essential Duties/Responsibilities***

- Adheres to compliance policies regarding confidentiality, HIPAA regulations, and resident and client rights.
- Complies with regulatory agency standards and applicable policies and procedures.
- Complies with safety and infection control protocols in all aspects of the job.
- Demonstrates understanding of the Code of Conduct and abides by its guidelines in all aspects of the job.
- Attends in-services and team meetings as required for role.
- Additional duties and responsibilities as assigned.

***Position Working Conditions***

- PHYSICAL REQUIREMENTS: Daily walking, standing, sitting, talking and hearing in person and on phone, vision for close work and depth perception, using hands to feel or hold, maintaining balance, repetitive motion, keyboarding, bending, twisting, crouching, stooping, reaching, and lifting up to 25 pounds. Occasional driving of a car.
- SCHEDULE CONSIDERATIONS: Provides approximately 10 hours per week of regularly scheduled office hours predictable to residents. Allows for the remaining hours to be flexible to meet the needs of Steeple View Lofts resident management.

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_