



Property Supervisor

Full-Time/Non-Exempt

Bilingual (English-Spanish) preferred

Compensation: \$29.53 - \$35.90/hour commensurate with experience within this range; plus a 1 or 2-bedroom rent & utility free unit; and a \$50-\$90/month bilingual stipend depending on fluency.

Applicant Guide

- HASLO Employment Application Instructions:
 - Review the Job Description.
 - On-site residence is required, please do not apply if you are unable to meet this requirement.
 - Fully complete the application, only areas marked as voluntary may be left blank (to avoid losing your data, we recommend that you download the packet to your computer).
 - A resume may be attached to your application but is not required.
 - It's unacceptable to indicate "see resume" in any section.
 - Indicate the job title as it appears on the top of this page.
 - List all jobs during the past 10 years with your most recent employer first and account for all gaps in employment (attach additional pages if necessary).
 - If you require any accommodation(s) during the application/interview process, please request such in advance by calling or emailing the HR Manager (see contact information at the bottom of this page).
 - Return the HASLO Employment Application along with any desired attachments via:
 - Email in PDF format to jfranz@haslo.org (preferred for expedited delivery).
 - Fax to the attention of Human Resources (805) 546-8425
 - Mail to HASLO, Human Resources, PO Box 1289, San Luis Obispo, CA 93406
- Applicants will be rated according to their qualifications and ability to follow instructions. Finalists will be offered an opportunity to interview. Interview scheduling is primarily conducted via email.
- The pre-employment process begins after an offer has been accepted and is completed prior to the first day of work. This process includes verification of current/past employment, credit, background and driving records, as well as a 5-panel drug test. On the first day of work, the employee must also provide documentation confirming eligibility to work in the United States.
- HASLO employees are subject to a six-month introductory period starting on the first day of work, during which their employment is at will.
- Start Date: We will work with you to identify a mutually acceptable date.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Jenna Franz, HR Manager
(805) 594-5305 jfranz@haslo.org

Property Supervisor

Under the general direction of the Portfolio Manager(s); oversees and coordinates all Property Management activities associated with multiple apartment complexes.

Performs duties that contribute to the overall success of the assigned properties; including serving as the liaison between HASLO management and residents, coordinates and develops a safe and engaged community, solves practical problems and deals with a variety of unpredictable situations where limited standardization exists. On-site residence may be required.

Essential Functions

- Be knowledgeable of and operate within the provisions of LIHTC and HUD regulations; California State Landlord Tenant, Fair Housing and ADA laws.
- Prepare Annual Re-Certifications, maintain compliance with all program regulations, required reports and certifications.
- Maintain all resident files in compliance with regulations and laws, including utilization of property management software.
- Assist with occupancy management including preparation and showing of vacant units; move in/out, annual and other inspections; conduct new tenant welcome, property tour and lease orientation meetings.
- Contribute to resident retention programs by conducting and participating in educational tenant meetings; planning, executing and promoting tenant social events and activities.
- Assist residents with situational issues and provide referrals to the resident services department.
- Distribute information and correspondence to residents.
- Enforce lease violations with the support of Property Management.
- Report unauthorized persons, suspicious activity, security concerns, unsafe conditions, repairs and landscape needs.
- Meticulously maintain curb appeal of the assigned complexes. Inspect properties physically a minimum of once per week to maintain the standards of the agency.
- Work in collaboration with the maintenance department to coordinate work orders and obtain proposals from vendors. Facilitate and assist maintenance as needed when meeting vendors or contractors at the property.
- Respond to emergency situations and take appropriate action including contacting/coordinating with vendors, maintenance and/or emergency services.
- Maintain regular contact with HASLO. Attend meetings, trainings and seminars as required.
- Represent the community in a professional manner at all times-on/off property.

- Staff that reside on site must occupy the unit and maintain a reasonable presence at the assigned property during evenings and weekend hours.

Employment Standards

Education, Training and Experience: Graduation from High School or GED and 2 years residential leasing experience. Training or experience in affordable housing and a nonprofit or social service environment involving extensive public contact or customer service including working with diverse populations.

Knowledge of: Landlord tenant laws and current social and economic programs. Modern office practices, procedures and equipment; Microsoft Office Suite, Internet and property management software program(s); work methods and techniques applicable to document preparation and record maintenance; proper telephone/voice mail system methods and procedures.

Ability to: Demonstrate good organizational skills and attention to detail; communicate effectively orally and in writing; proofread and recognize information which does not fit specified criteria; prepare reports; maintain accurate records; sort and file documents; use computer systems and programs. Perform duties independently; thrive in a high-pressure environment; adapt to changing priorities and deadlines. Demonstrate flexibility, patience and tolerance; excel in public relations and deliver excellent customer service; maintain impartiality, objectivity and confidentiality. Establish and maintain professional working relationships with those contacted in the course of work; effectively interact with persons from all socioeconomic and cultural backgrounds. Be available for evenings/weekends/on-call.

Physical Demands: This classification involves a combination of field and office work including: sitting for prolonged periods of time, walking, ascending/descending stairs, standing, bending, stooping, squatting, reaching, pulling; the coordinated use of fingers, hands, arms and knees; and occasional lifting of up to 30 lbs.

Working Conditions: Office: open ventilation environment with limited exposure to dust, noise, fumes, odors or chemicals. Field: activities at complexes and public facilities with exposure to inclement weather.

Special Requirements: Must be insurable by HASLO's automobile insurance carrier which requires a valid driver's license and a good driving record. May be required to possess fluency in a language other than English and be knowledgeable of the culture associated with clients speaking that language.

This Job Description is a guideline reflecting the principle activities associated with this position; it is not intended to be an all-encompassing list of responsibilities, skills, efforts, or working conditions. HASLO retains the right to assign other related duties; change or modify this job description at any time.



Benefits & Paid Time Off

Additional information is available in the Employee Forms & Information folder on the G Drive and in Sections 14 & 15 of the HASLO Employee Policy Manual.

Insurance Benefits

(Employees who consistently work at least 30 hours per week. Temporary & Contract employees are not eligible.)

- **Medical, Dental & Vision**
 - Enrollment begins on the 1st of the month following 30 days of employment.
 - Employee premiums are paid by the Agency.
 - Dependent premiums are paid by the employee via pre-tax payroll deduction.
 - A choice of 3 Medical Plans (HMO, PPO, HSA) including a Wellness Rewards Program.
- **Life/ADD/LTD**
 - Automatic enrollment upon completion of the introductory period.
 - Employee premiums are paid by the Agency.
- **Death Benefit**
 - Automatic enrollment upon completion of 1 full year of Regular Full-time employment.
 - The employee's estate will receive 1 month of pay for each full year of service after the 1st year, up to a maximum of 6 months' pay.
 - Coverage is paid by the Agency.
- **Supplemental Plans**
 - Employees may elect to add the following coverage w/premiums paid via payroll deductions (no employer contribution).
 - Flexible Spending Account (pre-tax)
 - Disability (post tax)
 - Accident (pre & post tax depending on plan)
 - Life (pre & post tax depending on plan)
 - Cancer (pre & post tax depending on plan)

Retirement (Employees who consistently work at least 20 hours per week for more than 6 months)

- **CalPERS Defined Benefit Plan**
 - Automatic enrollment in the State of California Public Employees Retirement System immediately upon employment. (Classic Members: 2% at age 55 & PEPRAs Members: 2% at age 62)
 - Contributions are paid by the employee via pre-tax payroll deduction and the employer.
 - Contribution % are set by CalPERS at the beginning of their fiscal year (July 1st) and vary based on your membership status (Classic or PEPRAs) <https://www.calpers.ca.gov/page/about/laws-legislation-regulations/public-employees-pension-reform-act>
- **Supplemental Income 457 Plan**
 - Upon completion of the introductory period, employees who are eligible to participate in CalPERS may defer any amount, subject to annual limits, from each paycheck on a pre-tax or after-tax basis.
 - There is no employer contribution to this plan.

Worker's Compensation Insurance: Paid in full by employer.

Unemployment Insurance: Paid in full by employer.

State Disability Insurance: Paid by employee via payroll deduction.

Social Security: Paid by employee & employer

Career Education Reimbursement (See Section 17 of the HASLO Employee Policy Manual)

With prior approval of the Executive Director and a passing grade: time off allowed for work-related educational activities and reimbursement of costs of books/tuition for work-related educational activities.

Paid Time Off

- **Holidays** (Employees who consistently work at least 20 hours per week. Temporary & Contract employees are not eligible.)
 - Available immediately upon employment.
 - 10 paid holidays per year (HASLO office is closed).
 - 2 floating holidays per year accrued on February 1st & October 1st. Maximum unused balance is 40.5 hours (prorated for those who consistently work a reduced schedule). The accrual stops when the maximum is reached and restarts when the balance falls below the maximum.

- **Vacation** (Employees who consistently work at least 20 hours per week. Temporary & Contract employees are not eligible.)
 - Begins accruing immediately and becomes available upon completion of 6 months of employment.
 - 1 to 7 years = .05769 hours per eligible hour (approximately 15 workdays per year)
 - 8 to 14 years = .07692 hours per eligible hour (approximately 20 workdays per year)
 - 15+ years = .09615 hours per eligible hour (approximately 25 workdays per year)
 - Maximum unused balance is 300 hours (prorated for those who consistently work a reduced schedule). The accrual stops when the maximum is reached and restarts when the balance falls below the maximum.
 - Once during each fiscal year, eligible employees will be permitted to “cash-out” a portion of their unused balance (see the Vacation Cash Out Request Form for eligibility).

- **Sick** (All employees, accrual rate is based on average hours)
 - Available immediately upon employment.
 - Employees who consistently work at least 20 hours per week:
 - Accrue 10 workdays on January 1st of each year.
 - Accruals are prorated for the first year of employment (example: hired June 15th would receive 6 ½ workdays).
 - 100% of unused Sick will carry over to Long Term Sick on December 31st of each year, up to a maximum of 320 hours (prorated for those who consistently work a reduced schedule)
 - Employees who consistently work less than 20 hours per week:
 - Accrue 40 hours on January 1st of each year.
 - 50% of unused Sick will carry over to Long Term Sick on December 31st of each year, up to a maximum of 80 hours.

- **Bereavement** (All employees following 30 days of employment)
 - 5 workdays off upon the loss of an immediate or extended family member. 3 of these days are paid as Bereavement and Floating Holiday, Vacation or Sick leave may be used to cover additional days.

- **Jury Duty** (Employees who consistently work at least 20 hours per week. Temporary & Contract employees are not eligible.)
 - Non-Exempt: paid the difference between jury pay and normal pay for up to 10 workdays per calendar year.
 - Exempt: receive their normal salary unless they serve an entire workweek during which no work is performed.



Monthly Rates

Plan Year: 1/1/2024 to 12/31/2024

Medical, Dental, Vision, Life, ADD, LTD

Payroll deductions occur twice per month (costs per pay period are 50% of the amounts listed below).

Medical: Anthem Blue Cross (PACE)

Plan	Employee	Employee + Spouse (or HMO +1)	Employee + Children	Employee + Family
PPO 500/30/20	\$0.00	\$1,017.36	\$864.76	\$1,831.25
HMO 30/40	\$0.00	\$779.47	\$1,547.32	\$1,547.32
HSA 3200 20/40	\$0.00	\$698.50	\$569.81	\$1,384.86

** Incentive to waive HASLO medical coverage

\$600 monthly incentive (written proof of other qualifying medical coverage required - employer sponsored group, Medicare Part A, Medicaid, CHIP, TRICARE).

Dental: Humana

Plan	Employee	Employee + Spouse	Employee + Children	Employee + Family
Traditional Preferred 14	\$0.00	\$33.50	\$58.18	\$92.93

Vision: VSP

Plan	Employee	Employee + 1	Employee + 2 or more
Choice	\$0.00	\$4.24	\$11.21

Additional Coverage

Plan	Employee
Life, ADD, LTD	\$0.00
Death Benefit	\$0.00

Supplemental Plans

Costs provided by Colonial Life

- Flexible Spending Account FSA
- Dependent Care Account DCA
- Disability Income Insurance
- Accident Only Insurance
- Life Insurance
- Cancer Insurance

Job 2

Job Title: _____ Reason for leaving: _____

Employer Name: _____ Supervisor: _____

Address: _____ Phone No: _____

From (month/year): _____ To (month/year): _____ Type of work: Full Time Part Time Temporary

Brief Description of Duties Performed:

Job 3

Job Title: _____ Reason for leaving: _____

Employer Name: _____ Supervisor: _____

Address: _____ Phone No: _____

From (month/year): _____ To (month/year): _____ Type of work: Full Time Part Time Temporary

Brief Description of Duties Performed:

Job 4

Job Title: _____ Reason for leaving: _____

Employer Name: _____ Supervisor: _____

Address: _____ Phone No: _____

From (month/year): _____ To (month/year): _____ Type of work: Full Time Part Time Temporary

Brief Description of Duties Performed:



Skills

Typing Skill Level: _____ WPM (<https://www.typingtest.com/>)

List specific work skills that you possess, including computer/software applications and level of proficiency [Beginner, Intermediate, Expert] (N/A if none):

Are you proficient in any language other than English? Yes No If Yes, identify below:

Language: _____ Check all that apply: Speak Read Write
Language: _____ Check all that apply: Speak Read Write

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Education

	Institution Name	Field of Study	Years Completed	Graduated (Yes or No)
High School				
College/University				
Business/Technical				
Current or Additional				

Do you possess a professional or trade license or certificate? Yes No If Yes, identify below:

Type: _____ Issued by: _____ Exp. Date: _____
Type: _____ Issued by: _____ Exp. Date: _____

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Background

Provide two references who are familiar with your work or academic background (excluding former supervisors already provided in the Employment History, friends and family):

Name	Phone	Email	Connection

Have you previously applied to or been employed by HASLO? Yes No

If yes, for what position(s)? _____

List any relatives or acquaintances ever employed by our company: _____

Have you ever used another name? Yes No List all other names: _____

If hired, can you submit proof of identity and legal right to work in the United States? Yes No

If you are under 18 years of age, can you provide a work permit? Yes No N/A

Do you have a valid Driver License? Yes No If Yes, from what state: _____

Have you ever lost or been denied a security clearance? Yes No

If Yes, explain: _____

List any professional organizations to which you belong (N/A if none):

Voluntary: Any organization that would indicate membership in a protected class may be omitted.

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Military

This section is voluntary.

Are you a veteran: Yes No

If Yes, please indicate any skills acquired during military service that may be of interest or value to us:

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Agreement

By initialing and signing below (digital signatures accepted), I am agreeing to all of the following:

1. _____ I attest under penalty of perjury that the information contained in this application is true, complete and accurate.
2. _____ I authorize investigation of all statements contained in this application form if I am considered for employment. I also authorize previous employers, personal references named, or any other person to whom the company may refer, to give any and all information regarding my employment or scholastic standing together with any other information, personal or otherwise, that may or may not be on their records.
3. _____ I understand that failure to follow all application instructions, misrepresentation/omission of any facts called for herein, receipt of unsatisfactory references, or failure to pass a required medical examination, will be sufficient cause for disqualification from employment (or for my dismissal if I have already been employed).
4. _____ I understand and agree that nothing contained in this application, or conveyed during any interview which may be granted, or during my employment if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if hired, my employment will be "at will" for no definite or determinable period of time, and may be terminated at any time, for any reason or for no reason at all, with or without prior notice, at the option of the company or me.

Printed Name: _____

Signature: _____

Date: _____

