



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Assistant General Manager

Delivering Innovation in Supportive Housing (DISH) is looking for an Assistant General Manager. The Assistant General Manager is a non-exempt position. Non-exempt employees work a standard 40 hour work week. Time beyond 40 hours is at the manager's discretion. This position reports to the General Manager of their assigned building(s).

Qualified Applicants must be interested in:

- Ending homelessness with a housing first approach in a hard reduction setting
- Providing great customer service in a supportive housing setting
- Collaborating on housing retention as a goal for all tenants
- Implementing nontraditional approaches to property management in a social justice and racial justice context
- Assisting in the day-to-day operation of their property
- Maintaining strong occupancy and rental income levels
- Developing a supportive environment for all tenants using trauma-informed approach
- Interacting with and overseeing vendors in partnership with the Facilities Department
- Collaborating with onsite support services providers, the San Francisco Department of Homelessness & Supportive Housing (HSH), and other DISH site staff in pursuit of excellence.
- Providing building oversight and administrative coverage when the General Manager is absent
- Performing a variety of responsibilities, including a range of administrative duties, front desk coverage, and scheduling of desk clerks

AGENCY DESCRIPTION: Delivering Innovation in Supportive Housing believes that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues—because with our help, they can get off the streets, rebuild their lives, and strengthen our communities. For more information, visit dishsf.org.

Our Mission: Delivering Innovation in Supportive Housing (DISH) strives to provide excellent property management services to help end homelessness in San Francisco. DISH, a project of the Tides Center, provides custom property management services exclusively to the San Francisco Department of Homelessness and Supportive Housing. Through its work, DISH hopes to demonstrate the healing effects of home and stable community, to reinforce the self-worth of persons who have not had access to a clean, beautiful place to live, and to involve tenants in healthy and life affirming activities by drawing upon the diverse opportunities in San Francisco.

Our Values:

- Demonstrate excellence: In our work and in our interactions.
- Stay focused: On what's most important and within our control.
- Under-promise and over-deliver: Managing expectations along the way.
- Use initiative and innovation: Improving our services and performance.
- Be fair and consistent: Implementing our policies and procedures.

- Be mindful and prudent: With income and expenses.
- Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
- Be open: To different opinions, challenging discussions, and taking risks.

DISH Service Commitments:

1. Warm greetings & interactions every chance we get
2. Professional appearance every day
3. Service through helping
4. Be present and respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in

POSITION SUMMARY: The Assistant General Manager assists the General Manager in the day-to-day operation of the property, and provides administrative coverage when the General Manager is absent. This position performs a variety of responsibilities, including a range of administrative duties. As a part of the site team, this position helps to ensure a high standard of customer service, safety, cleanliness, and a hazard-free environment.

The Assistant General Manager is a non-exempt position. Non-exempt employees work a standard 40 hour work week. Time beyond 40 hours is at the manager's discretion. This position reports to the General Manager of the assigned building(s).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs administrative and clerical duties as assigned by the General Managers, including those related to the rent roll, bookkeeping, filing, reporting, community activities, and general office needs.
- Enters and tracks occupancy data, codes and processes invoices, and assists with leasing and move-out processes.
- Coordinates front desk coverage by scheduling DISH desk clerks and contracted desk clerk services. Prepares and communicates weekly desk clerk schedule.
- Coordinates administrative work with DISH central office.
- Assumes leadership and represents General Managers in GM's absence and as needed by approving site expenses and payroll for site staff and managing emergent issues in consult with a Director. Provides AGM and other support to other sites as needed.
- Learns and adheres to complex regulatory requirements.
- Answers telephones, directs calls and takes accurate messages. Greets visitors as needed. Conveys accurate information to the appropriate authorities.
- Informs the General Managers and other appropriate staff of any unusual activity or maintenance issues in a timely manner. Makes recommendations to the General Manager relating to the general improvement of the building and community.
- Carries out job responsibilities in a manner that reflects concern for personal health and safety and that of co-workers and tenants. Is responsible for learning and following all published job safety policies and procedures.
- Provides front desk coverage two days per week and relief coverage at front desk as requested by General Manager.

- Provides on-call coverage as directed by the General Manager. Responds to emergencies as required.
- Assists in the training of desk clerks and other new staff.
- Attends and actively participates in staff meetings and trainings as assigned by General Managers.
- Attends every site Clinical meeting, AGM meeting, and other meetings and subgroups as assigned. Leads property management portion of the clinical meeting in the absence of the GM.
- Keeps readily available DISH-provided phone for work calls and emergency assistance as needed.
- Demonstrates the DISH Mission, Values, and Service Commitments at all times.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.
- Works closely with tenants, onsite social services team, DISH site staff, and staff at other sites to ensure strong customer service and effective problem resolution.

OTHER DUTIES AND RESPONSIBILITIES

- Performs additional related duties as assigned.

EDUCATION AND EXPERIENCE:

- Clerical or basic business training preferred.
- Experience with customer service provision or client relations preferred.
- Experience and willingness to work in a team environment required.
- Professional training may substitute for experience.

KNOWLEDGE, SKILLS AND ABILITIES:

- Commitment to the mission and values of DISH and enthusiasm for working as a team member.
- Ability to take direction from a supervisor.
- Ability to assume leadership and take initiative.
- Ability to read, write, type, and follow instructions.
- Ability to use computers and printers for word processing, email, Internet, and occupancy software.
- Proficiency with Microsoft Office software suite, including Word and Excel.
- Ability to answer telephone and greet tenants and guests clearly and professionally.
- Ability to write messages and other documents legibly and accurately.
- Ability to multi-task in a fast paced work environment, and ability to prioritize among competing pressing issues. Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to relate professionally with tenants, vendors, guests, co-workers, and emergency services.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.

- Ability to be flexible and to work effectively in a crisis situation. Ability to decide when an incident is an emergency and to take appropriate action.
- Ability to maintain a professional personal appearance

PHYSICAL DEMANDS:

(These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.)

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, and sit for extended periods. The employee must occasionally lift and/or move up to 30 pounds. Employee must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax machine.

WORK ENVIRONMENT:

Incumbent will work in office setting as well as six Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic improvements. Typical shifts are weekday and daytime. Special projects and on-call emergency response require occasional schedule changes.

Compensation

This will be a full-time, non-exempt position. Starting pay rate is around \$18.84 per hour, commensurate with experience. Compensation includes full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

Tides Equal Employment Opportunity Statement

DISH, a project of Tides, is an "at-will" and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance. Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment.

Applying

Position open until filled. Please submit a cover letter stating why you are interested in both DISH and this position along with a resume via email to dish.agmsearch@gmail.com or mail to 123 10th Street, 2nd Floor, San Francisco, CA 94103. No phone calls or drops-ins please.