



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

Delivering Innovation in Supportive Housing (DISH) is looking for a General Manager. This position reports to the Director. The General Manager is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

Position Overview: Qualified Applicants must be interested in:

- Ending homelessness with a housing first approach in a harm reduction setting
- Providing great customer service in a supportive housing setting
- Collaborating on housing retention as a goal for all tenants
- Leading a strong team and increasing staff skills
- Implementing nontraditional approaches to property management in a social justice and racial justice context
- Being the leader of the on-site property management team. The General Manager is responsible for the overall operation of the property, and the day-to-day implementation of policies, procedures and programs that ensure a well-managed, well-maintained building.
- Actively participating as a member of the DISH Leadership Team
- Ensuring compliance with all applicable laws and regulations
- 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.

**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](http://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 HSH's Direct Access to Housing program. 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

**Specific Responsibilities:**

Property Oversight

- Manages property management staff, providing leadership and problem-solving support to desk clerks, assistant manager, and other staff. Hires, trains, and supervises all non-facilities related property management staff assigned to the property. Provides professional development guidance to all staff. Conducts annual goal setting and ongoing performance reviews for all employees.
- Manages the day-to-day administration of the property, with a focus on excellent customer service to tenants. Builds caring, productive relationships with tenants with a focus on helping tenants maintain their housing. Responds directly to all concerns raised by tenants in a timely and effective manner.
- Actively participates in DISH Leadership Team to ensure clarity, accountability, and collective success across the organization.
- Collaborates with services staff, HSH, tenant representatives and other DISH site staff to ensure productive team approach and develop programs and activities to enhance health and quality of life of tenants.
- Facilitates property management staff meetings and attends Clinical, Operations, and other collaborative meetings. Co-facilitates monthly site Operations Meeting.
- Implements existing policies and procedures, including emergency plan. Develops and modifies policies as needed in consultation with Director.
- Collaborates with Maintenance Supervisor and Janitorial Supervisor to ensure effective completion of routine, preventive, and corrective maintenance and janitorial work.
- Walks entire property daily to be sure the common areas, hallways, laundry, etc. are in good condition.
- Collaborates with site staff and other DISH sites to provide building and unit amenities for tenants. Seeks opportunities to connect tenant community to recreational and cultural resources in the Bay Area.
- Coordinates administrative, occupancy, financial, and human resources work with DISH central office.

- 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.
- Serves as lead contact for daytime and after hour building emergencies and staff advice, responding as needed in collaboration with DISH and services staff.
- Additional duties as assigned.

#### Occupancy

- Ensures fair and consistent application of property rules and regulations, lease and lease addenda; documents and reports all violations.
- Processes, completes and maintains accurate resident files at move-in and at each recertification within established regulatory guidelines.
- Ensures compliance with regulatory requirements, including postings and reports.
- Follows and enforces all fair housing and local landlord and tenant laws and regulations.
- Prepares and delivers notices to residents as needed, including notice of repairs and other events impacting tenants, lease violation and eviction processes.
- Collaborates on maintaining high level of occupancy for the building and the DAH. Oversees the quick and effective preparation of units for rental, delegating tasks to and supervising the work of other property staff.

#### Finances

- Oversees site budget and cost containment. Troubleshoots unanticipated expenditures with Director. Prioritizes site enhancements with a focus on improving the tenant experience of the property.
- Codes, enters, and approves invoices and deposits in a timely, accurate manner.
- Collects rents and other monies; completes daily deposits of all monies collected.
- Utilizes DISH occupancy database to record, track, and report tenant and rent information. Works with DISH Central on streamlining reporting.
- Reviews all delinquent accounts and resident receivables, and determines necessary course of action to collect outstanding balances.
- Ensures implementation of all Tides and DISH financial policies and procedures.

#### **Qualifications and Experience:**

- 2 years of managerial or project administration experience required.
- Supervision, leadership, or community building experience required.
- Extensive experience with customer service provision or client relations required. Experience and willingness to work in a team environment required.
- Previous property management experience a plus.
- Professional training may substitute for experience.

#### **Skills and Abilities:**

- Commitment to the mission and values of DISH and enthusiasm for working as a team member. Ability to lead and motivate team of employees. Ability to take direction from a supervisor and delegate projects and tasks to staff.

- The ability to appreciate and reconcile conflicting needs of stakeholders. Skills in facilitation and conflict resolution in a team setting. Good listening skills informed by the ability to empathize, show compassion, and use discretion.
  - Critical thinking and ability to make decisions and help others make decisions. An aptitude for anticipating problems and finding creative solutions that fit within established policies.
  - Ability to multi-task in a fast paced work environment, prioritize among competing pressing issues, and effectively manage a crisis situation.
  - Ability to manage expectations and meet deadlines.
  - Ability to write legibly. Ability to use a computer for word processing, spreadsheets, e-mail, Internet, and occupancy software, and to train other staff to use the same. Proficiency with Microsoft Office software suite and occupancy software.
  - Ability to relate professionally with vendors, residents and co-workers.
  - 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 monitor financial statements and budgets, maintain resident account receivable ledgers and understand property management accounting issues. Ability to comprehend and effectively manage complex regulatory requirements.
  - Ability to maintain a professional personal appearance.
  - 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, sitting, listening, and computer keying/mousing up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax.
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### **Compensation**

This is a full-time, exempt position, starting as soon as possible. Starting salary is based on experience. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

### **Equal Employment Opportunity**

DISH, a project of the Tides Center, is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the Lesbian, Gay, Bisexual, and Transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, medical condition (cancer-related) or the conditions Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Conditions (ARC).

### **Applying**

*Position is open until filled. In addition to a resume, applicants must include a cover letter including salary requirements expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via*

*DISHCentralOffice@gmail.com to or via mail to Director, 123 10th Street, 2nd Floor, San Francisco, CA 94103. No phone calls or drops-ins please.*