



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

Delivering Innovation in Supportive Housing (DISH) is looking for an Assistant General Manager for one of DISH's hotels. 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).

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

### **Qualified Applicants must be interested in:**

- Making a difference in the world and providing great customer service!
- Assisting in the day-to-day operation of their property
- 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
- Ensuring a high standard of customer service, cleanliness, and a hazard-free environment

**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.

Delivering Innovation in Supportive Housing (DISH), a project of Tides Center, strives to provide excellent property management services to help end homelessness in San Francisco. Our guiding principle when we started remains a steadfast focus: be an effective and nimble organization dedicated to housing adults with complex health, mental health, and substance use issues in supportive housing. We continue to deliver strong, measurable outcomes and get high marks from the tenants we serve. DISH works closely with the San Francisco Department of Homelessness and Supportive Housing, which provides a broad range of voluntary social services, medical care, and referrals to the tenants we serve. DISH operations began on October 1st, 2006. 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, provides custom property management services exclusively to the San Francisco Department of Homelessness and Supportive Housing'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

**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 desk coverage and a range of administrative duties that may include compliance with subsidy programs. As a part of the site team, this position helps to ensure a high standard of customer service, 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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- The Assistant General Manager (AGM) serves as the primary point of contact for all site related issues when General Manager/Senior General Manager is off site.
- Assumes leadership and represents General Manager in GM's absence and as needed by attending meetings, conducting tenant intakes, approving site expenses, coordinating payroll for site staff and managing emergent issues in consultation with a Director.
- Performs administrative and clerical duties as assigned by the General Manager, including those related to tenant communication, tenant rent, bookkeeping, filing, reporting, community activities, and general office needs in a timely and quality manner.
- Generates Lease Violations as assigned for non-payment of rent, compiles and works with tenants on payment plan arrangements, assists with back rent processing with tenants who are working with outside agencies.
- Generates Unit Condition Lease Violations; works with onsite Support Service team and tenants on unit condition; schedules re-inspection of units.
- Enters and tracks occupancy data, accurately codes and processes invoices, and assists with leasing and move-out processes.

- Coordinates front desk coverage by scheduling Desk Clerks; prepares, updates, and communicates monthly schedule.
- Works with funding and regulatory entities to provide tenants with tour of building and units, inspect vacant units and conduct annual inspections and process requests for tenancy forms to external agencies
- Responsible for daily building walkthrough on days when GM is off site.
- Produce unit inspection notes, work orders and coordinates pest control vendor and support staff on scheduling potential treatments.
- Takes notes at Community Meeting and leads next steps as appropriate.
- Learns and closely adheres to complex regulatory requirements related to the subsidy programs including SFHA, HDAP and the Coordinated Entry process.
- Answer calls and takes accurate messages. Greets visitors as needed. Conveys accurate information to the appropriate authorities.
- Informs the General Manager and other appropriate staff of any unusual activity or facilities issues in a timely and accurate manner. Makes recommendations to the General Manager relating to the general improvement of the building and community.
- Carries out all job responsibilities in a manner that reflects best practices and concern for personal health and safety and that of co-workers and tenants.
- Staffs the front desk as needed and provides relief coverage at the front desk, including logging communications and building activity, including unusual events as well as violations of the house rules, visitor policy, and other policies and procedures.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.
- Provides on-call coverage and responds to emergencies as required.
- Attends and actively participates in staff meetings and trainings as assigned by General Managers.
- Responsible for keeping readily available DISH-provided work phone for calls and emergency assistance.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.

**OTHER DUTIES AND RESPONSIBILITIES:**

- The Assistant General Manager may be required to support the General Manager in ensuring compliance with regulatory requirements and processes required by the funding and referral entities including San Francisco Housing Authority (SFHA), the San Francisco Department of Homelessness and Supportive Housing Program (HSH) and Coordinated Entry System (CE), Veteran's Affairs (VA) and the Housing Disabilities and Advocacy Program (HDAP).
- Provides coverage for AGMs at other sites as needed including processing invoices, administrative tasks and covering lunch breaks.
- Lead monthly unit inspection when directed by GM.
- Coordinates administrative work with DISH central office.
- Assists in the training of desk clerks and other new staff.
- Performs additional related duties as assigned.
- Leads property management portion of the tenant community meeting and staff meeting in

absence of GM

**EDUCATION AND EXPERIENCE:**

- Minimum of 1 year of experience and willingness to work in a team environment required.
- Clerical or basic business education or equivalent job related on the job training preferred.
- Minimum of 1 year of experience with customer service provision or client relations preferred.
- Professional training may substitute for experience.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Enthusiasm for working as a team member and ability to take direction from a supervisor.
- Ability to assume leadership and take initiative.
- Ability to communicate effectively through reading, writing and typing in professional English. Ability to communicate in Spanish is a plus.
- Skill in basic math is required as is the ability to follow instructions and accurately complete standard templates and forms.
- Ability to use computers and printers for word processing, email, Internet, and occupancy software.
- Proficiency with Microsoft Office software suite, including Word and Excel. Familiarity with Salesforce a plus.
- Ability to answer telephone and greet tenants and guests clearly and professionally.
- 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 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 and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors and vendors, regardless of differing backgrounds, beliefs, choices and identities.
- Ability to be flexible and to work effectively in a crisis situation. Ability to assess when an incident is an emergency and take appropriate action.
- Ability to maintain a professional personal appearance and demeanor at all times, including wearing the desk clerk uniform while working at the front desk.
- Ability to work closely with tenants, onsite social services team, DISH site staff, and staff at other sites to ensure strong customer service and effective problem resolution.

**ORGANIZATIONAL RELATIONSHIPS**

Interacts regularly with residents, guests, service providers and staff, internal colleagues and DISH managers.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to perform

moderately difficult manipulative tasks such as typing, writing, etc. Frequently required to use a computer, phone, copier, and fax machine. Must be able to reach, bend, walk, stand, and sit for extended periods. Depending on building assignment, the ability to climb stairs will be necessary. The employee must occasionally lift and/or move up to 10 pounds. Employee must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Must be physically able to visually monitor the hotel lobby area and building security camera monitors.

**WORK ENVIRONMENT:**

Incumbent will work in office setting or at lobby front desk within one of our 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 yrs old & have had varying capital & cosmetic improvements. Typical shifts are weekday/daytime. Special projects & on-call emergency response may require occasional schedule changes.

**COMPENSATION:**

This will be a full-time, non-exempt position. Starting pay range is \$22.69 to 25.09 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](mailto:dish.agmsearch@gmail.com) or go to our website at [DISHsf.org](http://DISHsf.org). No phone calls or drops-ins please.*