

PROPERTY MANAGER

The Housing Authority of the City of Wilmington, North Carolina is accepting applications for **Property Manager**. This position is responsible for the Administrative, Operational and Financial viability of their assigned portfolio to include the formulation of site budgets, all maintenance related activities, all client services consistent with WHA's policies, Federal and State regulations.

Applicants must submit a letter of interest, current resume, three professional references and a Wilmington Housing Authority application to : **Property Manager Search**, Attention: Human Resources Department, PO Box 899, Wilmington, NC 28402 or email to jobs@wha.net. Applications will be accepted until the position is filled.

PROPERTY MANAGER JOB DESCRIPTION

General Statement of Position

The Housing Authority of the City of Wilmington, NC (WHA) is remaking the affordable housing market, implementing new strategies for addressing unmet housing needs, bringing innovative solutions to the affordable housing market in Southeastern, NC. New initiatives include plans to substantially improve the appearance and community environment of WHA communities. We are seeking Property Managers to join our team leading these new WHA initiatives and community upgrades.

This position is responsible for the Administrative, Operational and Financial viability of their assigned portfolio to include the formulation of site budgets, all maintenance related activities, all client services consistent with WHA's policies, Federal and State regulations. This position is responsible for supervising staff effectively and routinely evaluating staff performance and implementing corrective action measures where appropriate. This position is responsible for the selection and recommendation of staff hires. Responsible for the condition/status of units as well as the community curb appeal. This position is responsible with coordinating community services and specific site functions with the Director of Property Management, Leasing Specialist, Maintenance Coordinator and Resident Services staff. The Property Manager reports to the Director of Property Management. This is an exempt position. Start with us, grow with us.

Duties and Responsibilities:

- Leading by example and being a role model for the standards and behaviors consistent with the core values and culture of Wilmington Housing Authority
- Responsible for the financial viability of the assigned properties. Develops annual budget, monitors expenditures and request contractual services as needed.
- In coordination with the Director of Property Management, perform annual strategic planning for site operations and formulate a work plan to ensure the long-term viability of the property.
- Responsible for the maintenance and upkeep of units and site conditions.
- Responsible for monitoring performance of staff, addressing performance issues and/or deficiencies. Enforcing WHA Personnel Policy
- Responsible for ensuring that all WHA's policies, Federal and State policies are adhered to/enforced when processing tenant continued occupancy eligibility, rent and family composition changes and other related activities.
- Responsible for working/coordinating with Leasing Specialist on reporting and filling vacancies.
- Property Manager will assure that units are inspected and damage assessments are filed. Assure the timely transmission of letter to outlining unit status and related charges due to damage.
- Responsible for the enforcement of the WHA lease, ensuring that immediate and decisive action is implemented as a result of any lease violation. Responsible for determining the level of corrective measure required based on the violation.
- Responsible for timely filings of all paperwork, including but not limited to lease violations, continued occupancy, and evictions.
- Ensure that all re-certifications are completed timely.
- Ensure that all request for rent changes and changes in family compositions are completed timely and official notification is provided as defined in the ACOP
- Ensure that all work orders are completed and closed out timely where applicable. Monitor completion for those that are long term repairs.
- Responsible for assuring that all Purchase Order are processed and submitted timely upon work completions by contractor.

- Responsible for monthly monitoring contractor/vendor's work performance and reporting any issues and concern to the Procurement Manager. A quarterly status report must be prepared and submitted on contractor and/or vendor status.
- Responsible for the resolution of all tenant, vendor/contract complaints.
- Responsible for the selection/recommendation of new hires for the property.
- Responsible for the ongoing evaluation and staff assessment, giving feedback and implementing corrective measures for poor performance in compliance with the WHA personnel policy.
- Work with Community and Resident service groups to ensure activities occur at least quarterly.
- Any other duties and responsibilities to accomplish the mission of this position and the mission of the company and its affiliates.

Knowledge, Skills, and Abilities:

Considerable knowledge of commonly utilized software programs including spreadsheet, database management and word processing applications.

- Must have high level of interpersonal skills to handle resident and employee situations.
- Maintains a professional image and attitude.
- Must be able to physically inspect property.
- Ability to travel to assigned properties.

Education, Experience and Licenses:

- Bachelor Degree in Business, or another related field.
- Considerable knowledge in affordable housing; including Public Housing, LIHTC programs.
- Be familiar with all Regulatory Agreements governing each community in portfolio and related agencies to ensure 100% compliance with all regulations and laws. This includes full knowledge of community house rules, lease and ACOP.
- Five years' experience in residential property management or another field that involves asset management, customer service or program compliance.
- Must obtain a Public Housing Management Certification within 12 months of hire date.
- Must have or obtain Real Estate Brokers license within 24 months of hire.
- Basic knowledge of Fair Housing guidelines.
- Possession of a valid North Carolina Driver's license.

Key Metrics

- Maintain 98% occupancy
- 100% compliance with quarterly housekeeping inspections
- 100% compliance with monthly filter change and pest control visits
- Maintain quarterly community meeting / event
- Build community wide survey to insure proper feedback from residents annually
- Maintain accurate trespass list and update monthly
- Schedule and attend monthly community meeting and report to director on updates.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform any other duties to accomplish the mission of the position and mission of the organization.

WHA is committed in policy and practice to provide equal employment opportunities for all applicants and employees, based upon their training, experience and overall qualifications. Consistent with this commitment, discrimination against an applicant or employee based upon race, color, creed, religion, gender, age, national origin, ancestry, citizenship status, marital or familial status, sexual orientation, gender identity or expression, disability, military status, protected veteran status, genetic information, or any other condition or characteristic protected by law is prohibited.