

ASSISTANT PROPERTY MANAGER- ADMINISTRATION

General Statement of the Position

The position of Assistant Property Manager – Administration is responsible for the overall administrative functions of Continued Occupancy Eligibility processing and related functions such as recertifications, rent, changes in family composition, rent collection, process correspondence related to lease violations and eviction. This position will be responsible for matters related to communication and interaction with the tenants of the assigned properties regarding all matters related to tenant complaints and tenant activities on the site. The maintenance of the assigned sites data input, processing and reporting data/information to the Property Manager to assist in the management of the assigned sites. In the absence of the Property Manager and/or the Assistant Property Manager – Maintenance, perform basic duties associated with those positions. This position will report to the Property Manager. This position is Non-Exempt.

Primary Duties and Responsibilities:

1. In coordination with the Property Manager, collect rents/issue receipts, issue excess utility usage bill/notifications and notices of Maintenance Charges (to tenants in possession and tenants terminating their lease.)
2. Responsible for performing all re-certifications, interim rent changes, and uploading data to the respective IT system(s)
3. Work in coordination with the Coordinator of Continued Occupancy for technical support on all issues related to re-certification, interim rent changes and related activities.
4. Once notified by the Property Manager of a scheduled "Meet the Manager", research tenant and systems data files for documentation related to related to the ACOP and/or lease violations that directly and/or indirectly relates to the violations identified in the "Police Citation" and prepare and review documentation with the Property Manager prior to the meeting with resident(s).
5. When requested, participate in the "Meet the Manager" meetings.
6. Work with the Coordinator of Continued Occupancy and Tenant Selections on filling vacant units in the assigned properties.
7. Provide Late Notices Small Balance +Notice and prepare Court Papers for delinquent tenants.
8. In coordination with the Property Manager prepare all court papers/documents for review and consideration by same.
9. Screen all visitors and make every effort to resolve the individual's issue(s) or complaint(s). Prepare a brief summary of the meeting and where necessary schedule a meeting for the individual with the Property Manager.
10. Assures tenant satisfactions by providing a high level of customer service; cultivates and maintains partnerships with other departments and local government agencies; addresses resident complaints; makes judgments regarding tenant issues, reasonable accommodations for tenants and special medical considerations that may impact procedures or products use.
11. Where there is clear lease violation(s), and based on the incident, prepare letter to the resident to be signed by Property Manager noting the deficiency and/or prepare a "Continued Occupancy Agreement" where applicable.
12. In coordination with the Property Manager, monitor all Compliance Agreements to assure appropriate actions are taken should there be continued incidents of violations.
13. Responds to resident concerns and/or complaints within 48 hours to ensure high resident satisfaction.
14. Monitor and coordinate all matters related to the enforcement of Community Services.
15. In coordination with the Assistant Property Manager – Maintenance, upon notification of Tenant caused damages immediately after move out, issue an official notice to the resident denoting charges assessed against their security deposit.
16. In coordination with the Assistant Property Manager – Maintenance, upon notification of Tenant caused damages assessed against in place resident, issue an official written notice to the Tenant.
17. Prepare letter to Tenant regarding issues related to housekeeping and coordinate re-inspections with the Assistant Property Manager- Maintenance.
18. Follow-up with Assistant Property Manager- Maintenance on all issues related to housing keeping violation.
19. When requested perform the specific duties of the Assistant Property Manager- Maintenance
20. Assists Manager with all vendor and contractor activities on site.

21. Act in the capacity of the Property Manager when that person is out of the office.
22. Responsible for assuring Fair Housing rules and regulations are adhered and enforced and are applied equitably.
23. Other duties as assigned

Knowledge, Skills, and Abilities:

1. Knowledge of tenant eligibility determination and processing re-certifications and income changes.
2. Basic Knowledge of the Low Income Public Housing Program, affordable housing and Tax Credits
3. Knowledge of WHA Lease terms and conditions
4. Knowledge of WHA Admissions and Continued Occupancy Policy.
5. Ability to research federal, state and local regulations related to Public, Tax Credit and market rate housing requirements.
6. Excellent written and oral skills.
7. Demonstrate excellent interpersonal relationship and customer service skills.
8. Ability to interact with a diverse personalities and cultures.
9. Ability to effectively resolve conflict
10. Ability to work as a team.

Education, Experience and Licenses:

1. Have a High School or Associate Degree
2. Receive a PHM Certification within 2 years of issuance of this Position Description.
3. Property Management experience and/or CPHM Designation a plus
4. Must have a valid North Carolina Driver's License

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 duties outside of their normal responsibilities from time to time, as needed.