

# **ASSISTANT PROPERTY MANAGER**

## **General Statement of the Position**

Responsible for the assistance of the overall performance, including operations, profitability, quality customer service, occupancy, appearance, compliance, and resident relations of any assigned property.

Job performance is evaluated by the Area Property Management through review of the effectiveness of property performance both fiscally and physically, accuracy and thoroughness of submitted reports and organizational, interpersonal and decision making skills.

Basic schedule includes, but is not limited to, coverage of office from 8:00 a.m. to 4:30 p.m., Monday through Friday and must be able to respond to emergency situations occurring on assigned Housing Authority properties whenever they occur. Reports to Property Manager. Starting Salary - \$27,500.00.

## **Duties and Responsibilities**

- Prepare re-certifications, interim rent changes, and documenting all changes in our software program.
- Maintain compliance with all funding and agency requirements.
- 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 used.
- Drafting memos and/or making phone calls to residents related to lease issues, and maintenance scheduling.
- Assists Manager with tenant accounting; security deposits, rent changes, retroactive billings, maintenance charges and late fees; authorizes rent refunds or collection efforts, write-offs; negotiates payment agreements and schedules.
- Ensures that all work orders are recorded and clearly communicated to maintenance staff.
- Responds to resident concerns and complaints within 24 hours to ensure high resident satisfaction.
- Assists Manager with all vendor and contractor activities on site.
- Performs daily physical inspections of grounds.
- Ability to lead and motivate others in the absence of the On-site Manager/Administrator. The ability and willingness to accept and follow the directions of others.
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- Performs related duties as required.

## **Knowledge, Skills, and Abilities:**

- Preferable 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.
- Preferable knowledge in Fair Housing guidelines.
- Must have high level of interpersonal skills to handle resident and employee situations. Position continually requires demonstrated poise, tact and diplomacy.

## **Education, Experience and Licenses**

- High School Diploma or equivalent required; some college preferred.
- Must be able to physically inspect property.
- Possession of 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.