

# **PROPERTY MANAGER**

## **General Statement of the Position**

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

This position will supervise a small staff of administrative and maintenance personnel or outsourced workers. Assigns, prioritizes and reviews work performance of staff in achieving the goals of the property. Job performance is evaluated by the Area Property Manager 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.

Starting Salary - \$36,000.00.

## **Duties and Responsibilities**

- Plans, organizes, assigns, supervises and evaluates the work of assigned property staff; plans, evaluates job performance; recommends termination and disciplinary action if needed.
- Directly responsible for both the Fiscal and Physical performance to the property(s) that are managed, monitoring budget variance reports monthly to ensure the asset is staying on target with scheduled annual budgets and explaining all variance discrepancies.
- Direct and manages all vendor and contractor activities that are performing work on site.
- 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.
- Develops yearly operating budget and assists in setting property financial performance benchmarks; ensures expenditures are accurately coded; submits reports on budget variances.
- Performs tenant accounting; authorizes adjustments to tenant accounts, security deposits, rent changes, retroactive billings, and maintenance charges; authorizes rent refunds or collection efforts, write-offs; negotiates payment agreements and schedules.
- Directs and supervises maintenance staff to ensure all daily work orders, vacates, emergencies, and preventative maintenance is performed and inspects to ensure quality of work; may also contract for other routine building services such as maintenance, janitorial, landscaping, security, fire alarm system monitoring as needed; makes recommendations on capital improvements, addresses potential hazards.
- Prioritizes maintenance work orders; develops and implements daily, weekly and monthly maintenance schedules; orders and maintains inventory of supplies, prepares purchase orders to requisition materials and supplies; schedules testing and inspection of fire extinguishers, and other fire prevention systems on site.
- Maintain community appearance and ensure repairs are noted and completed on timely basis.
- Ensures leasing requirements including tenancy, house rules, rent collection; uses discretionary authority to take legal action when violations occur by serving notices; tracks vacancy unit turns.
- Conducts and/or reviews annual and interim leasing recertifications to ensure tenant meets occupancy requirements including tax credit and Public Housing guidelines; reviews third party verifications, income, assets and other family composition changes.
- Prepares a variety of reports, records and correspondence on matters pertaining to property management.
- Performs related duties as required.

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

- Must have high level of interpersonal skills to handle resident and employee situations. Position continually requires demonstrated poise, tact and diplomacy.
- Considerable knowledge of commonly utilized software programs including spreadsheet, database management and word processing applications
- Must be able to interact and communicate with individuals at all levels of the organization as well as the public.
- Must be able to physically inspect property.
- Ability to travel to assigned properties.
- Must obtain a Public Housing Specialist Certification within 12 months of hire date.
- Maintains a professional image and attitude.

### **Education, Experience and Licenses**

- Bachelor's degree in management, business administration, social science or closely related field.
- Five years of progressively responsible experience in public housing management, residential property management or other field that involves asset management, customer service and program compliance.
- Experience managing low-income housing tax credit properties preferred.
- Public Housing Management certification and Low-Income Housing Tax Credit certification preferred.
- Knowledge of Fair Housing guidelines.
- 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.

# **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.

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