

PROPERTY MANAGER

General Statement of Position

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 Assistant Property Managers and maintenance 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, Manager of Continued Occupancy, Manager of Admissions, Maintenance Coordinator and Resident Services staff. The Property Manager reports to the Director of Property Management. This position is Exempt.

Duties and Responsibilities

- 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(s).
- 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 Personal 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 Manager of Occupancy and Manager of Admissions on reporting and filling vacancies.
- Property Manager will assure that units are inspected and a damage assessment 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 violation.
- Ensuring that all re-certifications are completed timely.
- Ensuring that all requested for rent changes and changes in family compositions are competed and official timely notification is provided as defined in the ACOP
- Ensuring that of all work orders are completed and closed out timely here applicable. Monitor completion for those that are long term repairs.
- Responsible for the timely close out of work-orders.
- Responsible for assuring that all Purchase Order are processed and submitted timely upon work completions by contractor.
- Responsible for quarterly 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.
- Ensuring the cross training of the Assistant Property Managers and working with staff to develop "Individual Development Plan". Seeking out specific training needs for the staff that will benefit the property and augment the skill level of staff.

Knowledge, Skills, and Abilities:

- Bachelor Degree in Business, or another related field.
- Five years' experience in residential property management or another field that involves asset management, customer service or program compliance.
- 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.
- Basic knowledge of Fair Housing guidelines.
- 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.
- Must be able to physically inspect property.
- Ability to travel to assigned properties.
- Possession of a valid North Carolina Driver's license.
- Must obtain a Public Housing Specialist Certification within 12 months of hire date.
- Maintains a professional image and attitude.

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.