

THE HOUSING DEVELOPMENT CORPORATION

PROPERTY MANAGER JOB DESCRIPTION

GENERAL DEFINITION:

This position involves housing management work at the full performance level overseeing the execution of the daily operations for assigned housing hours at assigned properties. Work is performed with accountability/supervision from an administrative or technical superior. Assignments are routine in nature and carried out in accordance with established housing management practices and policy guidelines. Assignments involve tenant interaction, accounting, maintenance of records, and general book-keeping tasks under the general directions of the HDC's Vice President.

ESSENTIAL FUNCTIONS:

The following represents principal responsibilities of the position; however, they are not intended to be all-inclusive. HDC reserves the right to change, reassign, or combine job duties at any time and at its discretion.

- Attendance is a necessary function of this position.
- Maintains effective communications with residents regarding issues and concerns while living in an affordable housing development.
- Enforce the rental lease firmly, fairly, and consistently. Ensure that all requirements are met by the residents in support of the Housing Development Corporation and any collaborative partnering organization.
- Abide by established procedures for collecting rents and other collectable monies due the agency by residents. Complete annual re-certifications, computations, interim rents and other adjustments as needed.
- Utilize the agency computer to maintain rental payment and family history records of residents. Prepare accurate and current statistical reports regarding the same.
- Maintains a HUD database of information regarding tenant occupancy within each site.
- Organizes and maintains property waiting lists for sites under supervision.
- Creates, organizes, and ensures timely completion of work orders for property maintenance services for all residents within sites that are under supervision of the Property Manager.
- Ensure that all new residents receive a program orientation regarding lease requirements and housing procedures/services and an inspection of the new unit prior renting.
- Ensure that tenant account receivables do not exceed 3% of total monthly rents and charges.
- Ensure that normal vacant turnover time does not exceed ten days.
- Maintain at least a 97% lease-up rate of the total units under assigned supervision.
- Ensure that move-in, move-out, and special inspections are performed in a fair, timely and efficient manner. Complete (with maintenance staff) annual and periodic inspections of apartments to determine the state of housekeeping or other needs. Maintain a process record for these activities.
- Resolve complaints and disagreements among residents; ensure that safety issues are addressed, process suggestions of residents, and refer individuals to other agencies regarding assistance for the special needs of residents.

- Maintain positive interactions with residents, resident councils/clubs, block-watch groups, co-workers, and the general public.
- Follow HDC Personnel Policies and any State/Agency-imposed management regulations.
- Engage tenant health/welfare checks on a periodic basis; accept help from maintenance staff.
- Work overtime hours (supervisor-approved only) to assist in emergency conditions after hours, weekends, and holidays (if applicable), but accept standard work as M-F, 8AM-430PM.
- Exhibit the understanding and will to work in non-profit low-income housing industry.
- Acknowledge that all HDC properties are the partial responsibility of all management staff, not just those who are assigned to (mostly responsible for) them for any given period.
- Continue job-related education by attending in-house and external trainings and seminars at least three times per year.
- Maintain certifications/licenses in work-related fields (if applicable).
- Perform related work as required.

KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of housing management principles and practices.
- Knowledge (general) of special-needs populations.
- Knowledge of general office procedures, basic record-keeping, and accounting principles.
- Ability to utilize agency computer (including MS Office, databases) to complete job requirements.
- Ability to complete computations and tabulations accurately and with reasonable speed.
- Ability to learn and abide by specific rules and regulations that govern housing management and accounting services.
- Capability of developing positive relationships with residents and general public, demonstrating strong leadership and supervisory qualities.
- Ability to read, interpret, and develop statistical reports related to job tasks.
- Ability to communicate effectively, both orally and in written form.
- Ability to supervise clerical and maintenance staff or residents aide(s) (if applicable).
- Skill to maintain comprehensive/organized files and computer records of resident assistance.

SUPERVISION RECEIVED:

Under the direct supervision of the HDC Vice President or designee

SUPERVISION/COLLABORATION EXERCISED:

May supervise resident aide(s) or clerical staff assigned to the property site(s). May collaborate with maintenance technicians and supervise to facilitate work order completion.

MINIMUM EDUCATION & EXPERIENCE REQUIRED:

Associate's degree with a major or minor in accounting or in a related field from a college or university (bachelor's degree preferred); must have two years experience in property management and utilizing a computerized system; HUD or LIHTC experience/certification preferred; or any combination of education and work experience that provides knowledge, skill, and abilities cited above.

I have read the Job Description for Property Manager and agree to perform the duties as required.

Signature

Date