



### **POSITION DESCRIPTION**

POSITION TITLE: Property Manager

REPORTS TO: Assistant Director

DATE EFFECTIVE: June 2019

### **POSITION SUMMARY**

The Property Manager will be responsible for management of one HUD multifamily affordable property with approximately 104 units, serving mostly elderly and adult disabled tenants. The Property Manager will also manage the housing authority's portfolio of commercial and residential market-rate properties, which will be growing to twelve units this summer. The Property Manager performs these duties in a deadline-conscious, team-oriented atmosphere working with agency staff, community members, and housing authority residents. Must be flexible to work occasional weekends and evenings, as needed, for property showings and leaseings.

### **WORK DESCRIPTION**

The listed examples of work are not intended to be all-inclusive. They establish a flexible, functional base from which the employee operates. It may also be modified with additions, deletions or changes required to obtain organizational goals and objectives.

- Manages day-to-day operations in a manner that enhances the value of the community and maximizes occupancy at 100%;
- Administers the multifamily property in accordance to the Tenant Selection Plan, HUD Handbook 4350.3: Occupancy Requirements of Subsidized Multifamily Housing Programs, and the Federal Fair Housing Act;
- Handles all aspects related to the multifamily property's waitlist, including answering applicant question, purging when necessary, and making recommendations on when to open and close the waitlist.
- Interviews and screens all applicants, obtaining and verifying information and documents regarding income, expenses, etc., to determine eligibility;
- Ensures that resident leases, house rules and all other agency policies are executed properly and timely;
- Performs resident move-ins and move-outs;
- Confirms that all rents are calculated accurately and posted timely. Charges late fees when necessary and work with tenants to collect all necessary payments;
- Utilizes property management software to ensure accurate resident files, and prepares monthly and weekly reports from the software;

- Accurately and timely completes all necessary certifications, interims, and recertifications for each resident, and submit voucher information monthly to CHFA;
- Completes all necessary inspections, including move-in/move-out inspections and annual UPCS inspections. Communicates with maintenance staff of building and janitorial needs;
- Monitors tenant issues (including lease violations) and works directly with tenants to remediate the issues prior to taking legal action;
- Generates necessary legal action, documents and process in accordance with HUD and state guidelines. Works with legal counsel to process evictions as required;
- Reviews and understands all Innovative Housing Concepts' policies, including the Tenant Selection Plan and House Rules, and advises management on necessary revisions based on changes to state and federal policy;
- Responsible for all aspect of leasing market-rate residential properties, including advertising, property tours, processing applications, and providing move-in coordination in compliance with applicable laws, company expectations and procedures;
- Takes pride in the property's appearance and regularly conducts property walks with maintenance to ensure property standards are met;
- Demonstrates ability to understand financial goals and make decisions in the agency's best interest;
- Maintains confidentiality of client records and personal information.

### **EDUCATION AND SKILLS**

**Education & Experience:** BA/BS in business, public administration, human services, or related field is highly preferred. Three years of previous housing authority experience or equivalent experience with HUD and or CHFA, or other affordable housing programs as Property Site Manager, Regional Property Manager, Leasing Agent, Compliance Technician or Assistant Site Manager is required. A combination of appropriate education and experience may be substituted for the minimum experience requirements.

**Required Skills:**

- A positive attitude and stellar work ethic;
- Experience in working in a performance-oriented atmosphere;
- Self-starter who possess organizational and time-management skills;
- The ability to handle multiple tasks simultaneously;
- A demonstrated attention to detail;
- Interpersonal skills with ability to work independently as well as part of a team;
- Strong verbal and written communication skills;
- Conflict resolution and mediation skills;
- An ability to maintain efficiency and accuracy under pressure of deadlines and numerous interruptions throughout the workday;
- The ability to represent the agency in a favorable light at all times;
- Knowledge of the service population's cultural and socioeconomic characteristics and the appropriate techniques and practices for the client population;
- Customer-service oriented with a genuine desire to assist clientele;
- Proficiency with computer software, including Microsoft Outlook, Word, Excel, PowerPoint, and Adobe Acrobat.

Desired Skills:

- Assisted Housing Manager (AHM) or Multifamily Housing Specialist (MHS) certifications or completion of another property management certificate program. Selected applicant will be required to obtain the Novogradac Property Compliance Certification for managing Low-Income Tax Credit properties within 24 months of hire date;
- An interest in professional development and growth within the agency;
- Knowledge of YARDI software;
- Knowledge of Federal, State and Local Policies affecting affordable housing.

**DIMENSIONS AND RESOURCE RESPONSIBILITIES**

Direct/Indirect Supervision

None

Budget Responsibility

Responsible for the prudent requests and expenditure of funds and following established agency procedures.

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS**

Incumbent must have the physical ability to run errands that may entail walking short distances. Must have a valid driver's license and personal vehicle with full insurance coverage. Individuals are expected to utilize their own car for daily work-related travel with mileage reimbursement for miles incurred.

**COMPENSATION**

This is a full-time, hourly position. Position comes with a competitive salary and benefits package that includes: Medical, Dental, and Vision coverage, access to discounted supplemental insurance through Aflac, company-paid Long-Term Disability, and 401(k) plan with employer match.

IHC is committed to promoting its employees' work-life balance by offering a compressed work schedule, 12 paid holidays, and a generous paid time off policy (after completion of a 90-day introductory period).