

Job Description Anniston Housing Authority Property Manager

Department: Property Management

Date: 5-6-2015

Reports To: Director of Housing Services

FLSA: E

Summary

Manage the day-to day operation of assigned properties in accordance with established regulations and guidelines. Markets and Leases properties. Monitors collection of rent and take action to minimize delinquent accounts. Prepares paperwork to process evictions and make court appearances as needed. Receive requests for repairs, generate, and close work orders. Prepares requisitions and purchase orders for all site approved budgeted expenditures and maintains all supportive documentation according to AHA procurement policies and procedures. Prepare and monitor budget. Prepares various management and activity reports as required. Assist and encourage residents to become self-sufficient by referring to programs directed toward self-sufficiency. Coordinate maintenance through the use of onsite maintenance personnel or contractors. Maintain continued occupancy by conducting inspections to ensure compliance with all applicable rules and regulations, and conducting inspections to assure that all equipment is in proper working order and that vacant apartments are ready for occupancy.

Essential Job Functions

- A. Prepare, maintain, monitor, and update financial and other records, including annual recertification, collection of rent and other charges and budget
1. Monitors rent collection and takes action to minimize delinquent accounts.
 2. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
 3. Prepare and monitor site budget
 4. Post charges associated with work orders, etc, by entering them in the system and generating notices for residents
 5. Monitor late charges generated in the computer program
 6. Follow-up delinquent accounts and pursue collections in accordance with established procedures
 7. Prepare reports in accordance with established procedures
 8. Monitor expenses to ensure spending is within guidelines
 9. Order supplies needed for maintenance and office
 10. Maintain tenant files and related documentation regarding continuing eligibility and adjustments
 11. Maintain TAR at 98% or better, decrease collection losses to 2% or better, increase rental revenues
 12. Implements innovative solutions to decrease repair cost/Vacancy restoration cost.
- B. Maintain a high level of continued occupancy by leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and maintaining associated records
1. Communicate with residents as needed to inform of policies, procedures, rules, and regulations

2. Issue trespass letters, as needed
 3. Lease units by showing property, reviewing, and signing lease, collecting deposits, etc.
 4. Establish and maintain a waiting list of applicants
 5. Coordinate vacancy preparation in order to minimize time units are vacant
 6. Ensure that properties and grounds are maintained properly by onsite maintenance personnel or contractors
 7. Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, and close out work orders in accordance with established procedures
 8. Conduct property inspections, including move-in, move-out, housekeeping, and grounds in order to assure adherence to established standards
 9. Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
 10. Increase occupancy average to 98% or better; reduce turnaround time to 20days or less
 11. Increase customer satisfaction rating to 85% or better
 12. Perform any actions to create a marketable community, thus increasing the value of the asset
- C. Assist residents with special problems and promote amicable tenant relations
1. Counsel resident who are not complying with the terms of the lease, and concerning delinquent payments
 2. Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident initiatives coordinator, as appropriate
 3. Maintain liaison with resident services to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate
 4. Resolve conflict and complaints among residents, if possible, in order to avoid grievances
 5. Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation
 6. Participate in hearings and appeals as needed
- D. Supervise assigned personnel
1. Participate in pre-employment interviews and make hiring recommendations as needed
 2. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures
 3. Review time and leave reports for assigned staff
 4. Train or assist in training assistant housing managers, and housing managers, as needed
 5. Prepare and review performance appraisals and discuss with subordinates as appropriate
 6. Counsel employees regarding job performance and document in accordance with established procedures
 7. Recommend disciplinary action as needed

Knowledge, Skills, and Abilities

1. Knowledge of Authority policies and procedures, particularly as they pertain to property management
2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management
3. Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, OSHA Standards, Local and State Building Codes
4. Knowledge of basic building maintenance, fire prevention and liability reduction principles
5. Knowledge of basic office practices, procedures, and equipment

6. Knowledge of the principles of management and supervision
7. Knowledge of the operation of authority computer system and software
8. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements
9. Knowledge of basic English in order to communicate verbally and in writing
10. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, and for rent adjustments
11. Ability to maintain required records such as tenant files, vacancy reports, etc.
12. Ability to read and interpret policies and guidelines in order to make sound decisions
13. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility
14. Ability to use basic office equipment such as telephone, fax, copier, and computer
15. Ability to communicate verbally and in writing
16. Ability to generate records, and reports efficiently using a calculator and the computer system
17. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public
18. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements
19. Skilled in analyzing situations in order to identify problems and offer possible solutions
20. Skilled in communicating with all types of people in a wide variety of situations

Minimum Qualifications

Bachelor's degree in management, business administration, social science area, or closely related field or an equivalent combination of education and experience. Experience in property management and experience involving public contact preferred. Must obtain certification as a Public Housing Manager, or equivalent, within 12 months of employment. Certifications in Tax Credit Property Compliance and certifications by the Institute for Real Estate Management (IREM) will also be required.

Other: Valid Driving License

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all of the job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.