

PROPERTY MANAGER JOB DESCRIPTION

DESCRIPTION

The Property Manager will be under the direct supervision of the Director of Housing Management. The Property Manager is responsible for the overall operation of the Housing Property. The responsibilities of this position shall include but are not limited to:

1. Ensure that residents are provided with a clean, safe and well-maintained community
2. Market apartments. Maintain property's compliance with all DCHA, HUD, PHFA, Delaware County and all other third-party oversight entities.
3. Accept applications, show units and determine eligibility of prospective residents based on HUD guidelines.
4. Process and sign all leases and lease addenda.
5. Explain lease obligations of both the Housing Authority and tenant to new residents; also explain any additional property-specific rules and regulations to new residents.
6. Conduct Monthly Orientation Sessions for all new residents to ensure their understanding of their obligations.
7. Prepare, schedule and process all annual and interim re-examination for continued occupancy for all residents.
8. Handle all rent collections and delinquent accounts.
9. Establish and maintain effective rent collection records and procedures.
10. Initiate evictions against residents, as necessary, for non-payment of rent and other lease violations, including working with legal counsel and attending court hearings.
11. Maintain accurate records of all tenant households residing at property.
12. Prepare and maintain accurate records of all property transactions and financial, administrative and maintenance reports.

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13. Purchase supplies, materials and equipment, as well as obtaining necessary bids for contract work for review/approval.
14. Monitor and supervise any outside contractors working on the property.
15. Handle all details of move-ins and move-outs, in accordance with established policies and procedures.
16. Establish and maintain effective working relationships with residents and resident organizations.
17. Conduct Quarterly Resident Meetings.
18. Establish and maintain effective working relationships with outside community/social service agencies for the provision of needed services to residents.
19. Establish and maintain cooperative working relationships with on-site property staff and other Housing Authority staff.
20. Develop and implement human service programs for residents in coordination with residents, Supportive Service Coordinator, and outside agencies (i.e., Social Event, Job Training, Job Readiness, Computer Training, Youth Programs, Elderly Programs, etc.).
21. In conjunction with the Supportive Service Coordinator prepare grant applications for funding for human service-related initiatives for review and approval by the Director of Housing Management and the Executive Director or designee.
22. Analyze and make necessary recommendations regarding any security and vandalism problems.
23. Report any and all accidents and/or emergency situations to the appropriate personnel and prepare and submit proper reports.
24. Perform routine inspections of the property, recording any deficiencies and taking action to improve the general appearance of the property, and correct any existing deferred maintenance problems within the budget allocations.
25. Establish and maintain schedules and assign personnel for routine maintenance and emergency coverage.

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26. Continually research and evaluate ways to improve services and facilities from the standpoint of quality, efficiency and economy, including trash removal, air conditioning, heating, pest control, grounds, interior common areas, elevator maintenance and property safety and security maintenance.
27. Perform Annual Unit Inspections recording any deficiencies, and ensuring that necessary repairs and replacements are handled in a timely manner, completed in a timely manner, in accordance with established policies and procedures.
28. Prepare and submit annual budget and planning needs for capital improvements for review/approval as required.
29. Maintains accurate payroll records of all property personnel.
30. Supervise, train and evaluate all personnel assigned to the property. This position supervises maintenance staff, Leasing Agents, Management Assistants and Supportive Service Coordinator.
31. Performs all other related duties as assigned.

REQUIREMENTS

1. Possesses a minimum of four (4) years of increasingly responsible management and administrative experience preferably in housing management environment.
2. Knowledge of principles, practices, techniques used in the administration of federally assisted housing programs.
3. Knowledge of HUD guidelines/requirements regarding resident occupancy eligibility requirements.
4. Knowledge of applicable federal, state and local laws, rules and regulations relative to managing federally assisted residential properties.
5. Knowledge of community resources.
6. Knowledge of principles of organization, administration, budgeting and personnel management.

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7. Ability to establish and maintain effective relationships with persons of diverse backgrounds.
8. Ability to establish and maintain effective relationships with community agencies, special interest groups, residents and Housing Authority staff.
9. Ability to explain and apply property-specific and Housing Authority policies, procedures, rules and regulations to residents and assigned staff.
10. Ability to develop, implement and administer community/human service-related programs.
11. Ability to develop and monitor various residential property management reporting systems, relating to Rent Collections, Maintenance Service Requests and Deliver, Property Inspections, Unit Inspections, Property Safety and Security, Inventory Control, etc.
12. Ability to prepare analytical, statistical, and narrative reports.
13. Ability to communicate clearly and concisely, both orally and in writing.
14. Ability to operate a computer using word processing and data processing programs.
15. Ability to select, supervise, train and evaluate assigned staff.
16. Obtain a residential Property Management Certification from a nationally recognized accredited organization within one year of employment and college level course work in the areas of Business or Public Administration or Urban Studies. Real Estate/Property Management or related fields is desired.
17. Requires continuing educational courses to maintain job competencies and standards.
18. Qualified applicants must have a valid driver's license and ownership of a reliable personal vehicle to provide transportation to and from work, transportation to meetings, home and community inspections and any other job-related task.