



ASSISTANT PROPERTY MANAGER

Department: Public Housing
Reports To: Property Manager
FLSA: NE

Summary

The primary responsibility of the Assistant Property Manager is to assist with the day-to-day administrative and property management functions of the assigned property. Responsibilities include providing customer service to residents and applicants, maintaining financial and tenant records, collecting rent and other charges, assisting with leasing and vacancy preparation, conducting re-examinations and inspections, maintaining the waiting list, processing work orders, assisting with lease enforcement and eviction procedures, and promoting positive resident relations. These responsibilities are derived from the existing Assistant Property Manager performance evaluation. Asst Property Manager

Essential Job Functions

A. Answer telephone, greet visitors, prepare, maintain, and update financial and other records, including collection of rent and other charges.

1. Greet individuals entering the administrative office of the property, answer the telephone, ascertain the nature of business, and assist individuals or refer them to the appropriate person for assistance.
2. Provide individuals with applications for admission and pre-certification forms and provide general instructions for completing the forms and identifying documents needed at the time of interview.
3. Provide residents with intent-to-vacate notice forms, as needed, and follow up in accordance with established procedures.
4. Collect rent and other charges from residents and enter corresponding data into the computer system.
5. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications and entering information into the computer system.
6. Prepare adjustment slips for accounting purposes, including rent and service adjustments, rent changes, and other charges and credits.
7. Generate work orders in response to requests for repairs from residents and close out work orders in accordance with established procedures.
8. Post charges associated with work orders, late charges, and other applicable charges by entering them into the computer system and generating notices for residents.

9. Follow up on delinquent accounts and pursue collections in accordance with established procedures.
10. Prepare bank deposits.
11. Maintain the rent roll by adding and deleting residents in accordance with established procedures.
12. Maintain tenant files and related documentation regarding continuing eligibility and adjustments. Asst Property Manager

B. Assist with the administrative management of the property, including re-examinations, inspections, leasing, vacancy preparation, enforcement of property rules and lease requirements, and maintenance of associated records.

1. Communicate with residents as needed to inform them of policies, procedures, rules, and regulations.
2. Assist with leasing units by preparing leases, reviewing and signing lease documents, collecting deposits, and completing other related leasing activities.
3. Assist in coordinating vacancy preparation to minimize the amount of time units remain vacant.
4. Assist in maintaining the waiting list.
5. Conduct property inspections, including move-in, move-out, housekeeping, and grounds inspections, to assure adherence to established standards.
6. Maintain records regarding the status of assigned units, including filled, vacant, and anticipated vacancies.
7. Conduct annual re-examinations and enter required data into the computer system.
8. Maintain records of residents' community service hours, as appropriate.
9. Assist with the eviction process and prepare related documentation to support recommendations. Asst Property Manager Asst Property Manager

C. Assist residents with special problems and promote amicable tenant relations.

1. Counsel residents who are not complying with the terms of the lease and residents with delinquent payments.
2. Refer residents with special problems, such as economic, social, legal, or health-related concerns, to groups or agencies that provide assistance or to the Resident Initiatives Coordinator, as appropriate.
3. Resolve conflicts and complaints among residents, when possible, to avoid grievances. Asst Property Manager

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 the principles of management and supervision.
 6. Knowledge of the operation of Authority computer system and software.
 7. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
 8. Knowledge of basic English to communicate orally and in writing.
 9. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.
 10. Ability to maintain required records such as tenant files, vacancy reports, etc.
 11. Ability to read and interpret policies and guidelines to make sound decisions.
 12. Ability to read budget reports and financial statements and assess the financial condition of assigned property.
 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, receipts, 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 analyze problems and use sound judgment to make decisions.
 19. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
 20. Skilled in analyzing situations to identify problems and offer possible solutions.
 21. Skilled in communicating with all types of people in a wide variety of situations.
- Property Manager

Qualifications

Associate degree in management, business administration, social science area, or closely related field or an equivalent combination of education and experience. Two years of 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 as well as an Occupancy and Rent Calculation Certification. Property Manager
Property Manager

Other

- Valid Driving License
- Ability to be insured under the Authority's vehicle policy
- Ability to be covered under the Authority's fidelity bond
- Must be able to pass a drug test and criminal background screening. Property Manager

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 job duties listed, and some incumbents may perform duties which are not listed. Incumbents may also be requested to perform job-related responsibilities and tasks other than those stated in this description. Property Manager