



## **PENINSULA HOUSING AUTHORITY**

### **Position Description**

**TITLE: Property Manager**

**STATUS: Non-Exempt**

#### **Summary**

Reporting to the Director of Asset Management, the purpose of this position is to ensure that Housing Authority properties are safe, enjoyable places to live, efficient to operate, good neighbors, attractive assets to their neighborhoods and fully compliant with all governing rules.

#### **Scope of Responsibility**

The Property Manager is fully accountable for all day to day property operations, overseeing and enhancing the value of the properties owned and/or managed by the agency. This position may be part time or full time depending on the needs of the agency. Position generally supervises other staff. Interprets applicable state and federal regulations regarding occupancy and eligibility issues and insures compliance with Fair Housing Laws.

#### **Essential Job Functions (May vary by position)**

1. Effectively manage properties
  - Maintain compliance with all funding and agency requirements.
  - Provides day-to-day operations associated with the housing management and occupancy process at various sites. Duties involve interviewing clients, determining eligibility, performing rent calculations, and performing client briefings in accordance with regulations and procedures. Determines required verifications to accurately evaluate eligibility; gathers source materials for the certification and recertification process and the preparation of reports or other matters. Review of initial and annual lease documents with clients. Provides prompt and courteous service to clients during the application and on-going occupancy, eligibility and management operations in compliance with both agency standards and Fair Housing requirements. Maintains 97% occupancy of properties and 100% compliance in conducting annual reviews. Leases units within 5 days of readiness.
  - Supervises other housing programs staff assigned to the properties managed. Participates in interviewing and selection process and is responsible for written employee evaluations in accordance with Housing Authority policies.
  - Collect rents as required by balancing tenant accounts. Work with accounting department to post rents. Prepare maintenance billing statements, delinquent account statements and notices for nonpayment of rent and other violations. Coordinate with housing staff the status of client accounts. Complete and process move outs in coordination with accounting department.
  - Receive and respond to tenant or applicant inquiries by phone or visit. Resolve problems as able and refer issues needed.

- Prepare new leases and secure tenant signatures. Prepare re-certifications lease renewals, interim adjustments and other documents. Perform beginning inspections as to condition prior to leasing; report to ensure that units are being maintained according to required standards.
- Keep legible records on each individual client. Document and report all issues to supervisor.
- Maintain both physical and computer filing system in manner which allows for proper submission of reports and compliance requirements, as well as ease of access. Inputs all certification, recertification, and inspection information in the computer system.
- Recommend cases of lease non-compliance and prepare eviction documents for referral to our attorney and provide support in proceedings as necessary.
- Ensure that our residents adhere to the lease and rules and regulations of the Housing Authority, issue lease violations, serve appropriate notices for nonpayment of rent or other charges, for other non-compliance and for criminal activity. Respond to all lease violation in a timely manner.
- Be available for grievance and eviction hearings and act as a representative for the Housing Authority in a professional manner.
- Meet with law enforcement to lock out residents that have received court ordered eviction notices. Be prepared handle situations that may arise due to eviction and lock out proceedings.
- Perform regular, special and annual housekeeping inspections as required by observed conditions and reports. Observe and report maintenance work orders upon request of tenants and staff.
- Conduct initial, complaint and vacate inspections to insure units comply with regulatory and agency standards. May perform various inspections with other staff present, i.e., vacated units are inspected with maintenance present.
- Performs inspection of property grounds and building common spaces at least weekly to ensure security of the entire complex and identify maintenance and/or resident problems.
- Maintain community appearance and ensure repairs are noted and completed on timely basis. Assure quality and quantity of market ready apartments. Ensure that market ready apartments are walked regularly and communicate any service related needs to maintenance. Ensure that all service requests are recorded and communicated appropriately to maintenance. Ensure all unit turns are complete within 10 days. Coordinate maintenance schedule and assignments with Maintenance Staff.
- Attend training, read appropriate publications, and confer with others in this field to stay knowledgeable of the changing federal regulations and policies.
- Ensure all administrative processes involving personnel are handled on a timely basis (i.e., performance evaluations, time sheets, change of status forms, etc.).

## 2. Collaboration

- Attend regular meetings to discuss new approaches to better serve our tenants and review new and current policies and procedures.
- Coordinate activities and exchange information with other departments, including Accounting, Asset Management and Development.
- Promote, implement, and be involved in activities with the residents to upgrade our communities.

### 3. Teamwork

- Attend Tenants Association and Resident Advisory Board meetings as needed.
- Attend training sessions that pertain to housing as required to meet the ever-changing needs of the job requirements. Provide support to staff to encourage team work and lead as an example in creating a harmonious environment.
- Work closely and professionally with other public agencies and organizations that may be available for the betterment of our communities.

### 4. Performs other essential duties and tasks as assigned

## Qualifications

This position requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

### Knowledge of:

- ❖ Affordable Housing and Property Management, including low-income tax credits, real estate marketing, rent collections, leasing of units, execution of lease, knowledge of public housing programs
- ❖ General office principles and practices
- ❖ Proper English grammar, usage and spelling
- ❖ Communications skills (oral and written)
- ❖ Organization skills
- ❖ Problem-solving skills
- ❖ Effective customer service skills and techniques – in person and via telephone (discretion, patience, etiquette, professionalism)
- ❖ Specialized terminology relevant to position assignment
- ❖ How to conduct research for specific work assignments
- ❖ Pertinent Federal, State and local laws, codes and regulations

### Ability to:

- ❖ Demonstrate the proficient use of a typewriter, computer keyboard, and ten key, and ability to operate personal computer and related software. Proficient in Microsoft Word and Excel, or ability to become proficient within probationary period. Requires a familiarity with filing systems and standard business machines such as copiers, fax machines, postage meters, typewriters, telephone systems and computer equipment.
- ❖ Read and understand complex regulations and associated policies and procedures; and to calculate and understand basic mathematical calculations such as fractions and percentage calculations, or any combination of.

- ❖ Be a self-starter and work independently, with a high degree of accuracy and attention to detail in an atmosphere of frequent interruptions.
- ❖ Requires strong verbal communication and interpersonal skills as direct communication with supervisors, employees, tenants, etc. either individually or in groups, is an integral part of this job.
- ❖ Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy, ability to prioritize and delegate tasks and work under minimal direction, ability to understand and follow complex verbal and/or written instructions, and familiarity with filing systems.
- ❖ Work with a high degree of accuracy and attention to detail
- ❖ Learn, follow and apply complex regulations and procedures
- ❖ Deal with the public and other employees with courtesy, tact and good judgment. Ability to write clearly and legibly
- ❖ Ability to add, subtract, multiply, divide and compute percentages
- ❖ Meet attendance standards necessary for successful job performance
- ❖ Be bonded
- ❖ Communicate clearly and concisely, both orally and in writing
- ❖ Establish and maintain effective working relationships with those contacted in the course of work

## **Education and Experience Required**

High School diploma or GED.

Must have minimum of five years related experience including property management in affordable housing environment or the private sector and related administrative areas, low-income tax credits, real estate marketing, rent collections, leasing of units, execution of lease, knowledge of public housing programs helpful, and the ability to work with low income families, including at least one year of supervisory experience.. Requires certification as an Occupancy and Rent Calculation specialist or the ability to obtain said certification within one year of initial employment.

Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.

- Associates Degree preferred, in social services or a related field.
- Experience in a Public Housing environment in either an Occupancy or Management role, or associated property management activities and responsibilities, and housing management performance standards.
- Tax Credit Compliance Certification.

## **Working Conditions**

Work is conducted in a non-smoking standard office setting. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure. Primary functions require both:

1. Sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, moving about inside the office, maintaining a stationary position, positioning self to operate office equipment including knobs and dials; moving objects weighing up to 20 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 yards. OCCASIONAL positioning self to move beneath desk areas and near floors, and to place or retrieve objects above and at average shoulder height, moderate positioning to manipulate reference books and manuals; moving objects weighing up to 50 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 feet. Must be able to perceive computer screens and printed documents and operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.
2. Sufficient physical ability to work in a community setting. Considerable travel by auto throughout the local area. Ability to maneuver through housing units to perform visual inspections and conduct business. From time to time, this position will be required to perform manual tasks. Activities require the individual to bend (90 degrees), stoop, crouch, climb, twist (to 180 degrees), turn, and work above-the-head on a recurring, repetitive, and often continuous basis in the course of performing job duties. The individual must also be capable of accessing and working in confined spaces such as crawl spaces and/or attics, climb stairs and ladders and work at heights sometimes exceeding twenty (20) feet.

The incumbent must be capable of understanding complex regulations and working effectively with others including clients, the general public and government agencies.

### **Additional Requirements**

Possession and retention of a valid Washington state driver's license. Pre-employment tests and examinations, including, but not limited to physical examination regarding bona fide occupational qualifications, drug testing, extensive background checks and other related components which are based on the specific demands of the position. Successful completion of all exams, tests, and background checks is a condition of employment. Responsible to apply extensive, in-depth knowledge of public sector operations methods in accordance with applicable provisions of the Revised Code of Washington.

Employees hired on or after June 1, 2011 must not use tobacco products on the job, including but not limited to smoking cigarettes and/or chewing tobacco.

The Authority complies with all laws and regulations relating to employment, including the Americans with Disabilities Act and the Washington Law Against Discrimination. The Authority does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities. The Authority reserves the right to revise or adjust job descriptions, job assignments and job duties at any time. Nothing in this document should be interpreted as a contract with or any other obligation of the Authority.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**PENINSULA HOUSING AUTHORITY**  
**Regular Supervisory Responsibilities**

**Organization**

- ❖ Assure that all jobs are appropriately staffed with competent employees.
- ❖ Assure that work assignments are made with the objective of utilizing the skills of assigned employees to the fullest extent possible.
- ❖ Translate the goals and objectives of assigned operation(s) and, as appropriate, the Housing Authority into assignable employee responsibilities.
- ❖ Establish levels of responsibility and delegate appropriate authority commensurate with responsibilities allocated.
- ❖ Maintain organization of assigned operation(s) which provides for maximum effectiveness of assigned employees.

**Planning**

- ❖ Develop realistic and quantitative goals and objectives for assigned operation(s), both short and long-range, consistent with those of the Housing Authority; solicit input from assigned employees to the degree appropriate.
- ❖ Develop and implement approved detail operational plan of action and strategy for achieving objectives.
- ❖ Develop internal systems, procedures and practices for assigned operation(s) which provide for efficient execution of operating requirements and that conform to recognized and proven principles.
- ❖ Develop annual budgets for operating expenses and capital equipment; assure economic or other justifications.

**Directing and Controlling**

- ❖ Direct assigned operation(s) in such a manner that assigned employees understand clearly what is to be done, how, when, where, why and by whom.
- ❖ Establish a method of checks and balances to monitor and control progress of operation(s) towards objectives.
- ❖ Establish controls and methods to insure the efficient and economical utilization of assigned assets - employees, budget, materials, facilities, equipment and time.
- ❖ Monitor continuously the performance of assigned operation(s) against forecasts and budgets; account for variances and implement corrective action as authorized.
- ❖ Insure or perform general overall supervision and control of employee work in progress.

**Personnel Management**

- ❖ Apply personnel management practices, consistent with Housing Authority policy, to insure consistent and equitable employee treatment; insure opportunity and recognition for contribution; stimulate pride in accomplishment, and otherwise provide an environment for motivation to outstanding performance.

- ❖ Insure that employees clearly understand what is expected of them; establish standards of performance expected for each job and conduct formal consultation with employees on a periodic basis.
- ❖ Establish a working environment within assigned operation(s) that will attain and maintain a high level of employee morale.
- ❖ Develop employees responsible for directing the work of others to their maximum potential by regular appraisal, counseling, coaching and training in proper management principles, techniques and practices.
- ❖ Establish procedures and practices which will encourage employees to continuously develop and upgrade themselves.
- ❖ Establish and implement a procedure to insure a proper on-the-job training for new employees.
- ❖ Review and take action on all employee reclassification actions in assigned operation(s). Obtain necessary approval as required by Housing Authority policy.
- ❖ Resolve employee complaints expeditiously and equitably; counsel on personal matters to the extent appropriate.

**General**

- ❖ Maintain and disseminate throughout assigned operation(s) the basic Housing Authority philosophy of service to citizens.
- ❖ Develop and maintain effective lines of communication throughout assigned operation(s).
- ❖ Coordinate with other functions to plan, develop and maintain orderly patterns of interrelated efforts; prevent action in own operation(s) which would have an adverse effect on others.

**Supervisory Responsibilities**

- ❖ Devise improvements to simplify operations and eliminate waste.
- ❖ Evaluate past performance as a means of measuring and improving future results.
- ❖ Enforce Housing Authority policies, regulations and other applicable operating and administrative procedures and practices.
- ❖ Keep abreast of the latest developments in the techniques and principles of management.
- ❖ Maintain personal contact in relevant technical and professional societies; attend relevant workshops, seminars, conferences and related training activities, as authorized.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

\_\_\_\_\_  
Signature

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Date