



## **POSITION DESCRIPTION**

### **ASSISTANT PROPERTY MANAGER**

#### **REPORTS TO: Property Manager**

**Status:** Non-Exempt

**Position Summary:** This is a responsible administrative position. The Assistant Property Manager is responsible for supporting the property manager in conventional and/or blended occupancy housing management for dwelling units in multiple locations. Duties include but are not limited to assisting with managing the collection of rents and other charges, follow-up on delinquent accounts, supervision of the day-to-day maintenance of physical properties and supervision of resident relations. This position is seen as requiring extensive contact with residents through meetings and general "out and about" activities such as development walk-throughs.

Work requires the exercise of mature, independent judgment, tact in dealing with all types of people in stressful situations, through knowledge of pertinent Authority policies and the Department of Housing & Urban Development (HUD) regulations, Tax Credit regulations as well as state and federal laws regarding housing and evictions. Work is reviewed primarily through conferences, review of reports and evaluation of results obtained.

#### **MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Serves as Assistant Property Manager and Authority liaison with other local agencies.
2. Makes daily visits to assigned projects to: collect rents and other charges, follows-up on delinquent accounts, and make follow-up visits, in conjunction with the Property Manager.
3. Shows or assigns the showing of vacant housing units to prospective residents, and makes unit offers to eligible and qualified applicants; in consultation with or with approval from the Property Manager.
4. Makes site follow-up visits to ensure that all equipment and housing units are satisfactory as required by HUD regulations.
5. Provides counseling of residents who are not complying with policy and/or procedures or who have economic, social, legal, health or other problems, referring to the social service staff or agencies when indicated, documenting resident files, and notifying the Property Manager.
6. Maintains records of all potential and existing vacancies for housing units under supervision.
7. Coordinates with the Property Manager to effect transfer requests, then monitors the results and

responds immediately with follow-up supervision.

8. Counsels or supervises the counseling with residents undergoing involuntary transfers.
9. Keeps Property Manager informed of all significant developments in the area of responsibility.
10. Reviews file folders to perform screening for program qualification.
11. Conducts orientations for new residents.
12. Conducts annual and interim recertification conference with head of households.
13. Assists with the reviews and approvals of recommendations from maintenance on resident charges for damages.
14. Participates in annual and special unit inspections in conformance with an established monthly target that assures all inspections are completed each twelve-month period.
15. Performs weekly building and grounds inspections that assures the entire site is inspected each month.
16. Schedules rent conferences for those households with arrearages and negotiate rent repayment agreements in accordance with policies.
17. Enforces "house rules" and facilitates dispute resolution among tenants.
18. Recommends "for cause" lease enforcement actions to the Property Manager.
19. Assists in the supervision of Resident Services on behalf of the Authority.
20. Provides social service referrals for households in crisis.
21. Assists with the preparation of annual operating budgets in accordance with project-based operations.
22. Assists with all purchasing for the property in accordance with the Authority's procurement protocol.
23. Assists the Property Manager with the successful implementation of private/professional security to insure safe environments at the property.
24. Monitors any abuse of energy at the property and advises the Property Manager with follow-up activity.
25. Coordinates with the Property Manager and the Authority's legal counsel. Reviews monthly reports on project expenses (project-based budgets) and helps to identify cost containment strategies.
26. Meets with resident groups.
27. Prepares standard monthly reports on operating statistics as well as special reports on request.
28. Assists with the preparation of legal documents for nonpayment of rent and other violations, including the signing of affidavits or other legal documents.
29. Audits computations and computer inputs by clerical personnel.
30. Composes correspondence.
31. Reviews and makes recommendation for adjustments to rent statements to the Property Manager and processes adjustments upon approval.
32. Prepares and maintains forms, records, reports, memorandum, and correspondence.
33. Attends and/or participates in various meetings related to Authority business during and after normal business hours.
34. Attends court evictions.
35. Performs all clerical tasks associate with verification of income and household composition.
36. Posts the cash receipts daily; makes daily bank deposits and maintains current tenant ledgers.
37. Assists with the marketing plans to ensure occupancy goals are met.
38. Assists with redevelopment, relocation and special projects as needed.
39. Performs other reasonably related duties as assigned by immediate supervisor and other management as required.

**PERFORMANCE CRITERIA:**

The Assistant Property Manager is partially evaluated on the timely completion of all lease up activities annual unit inspection and recertifications, effectiveness in rent collection, and ability

to support the Property Manager in the day-to-day operations of the properties in compliance with all local, state and federal regulations. The ability of the Assistant Property Manager to work with residents and community agencies is also a consideration in the employee's performance.

**QUALIFICATIONS, SKILLS & ABILITIES:**

1. Considerable knowledge of the various Housing Authority, HUD, and IRS Low Income Housing Tax Credit (LIHTC) regulations that apply to blended occupancy housing management.
2. Knowledge of special needs and problems that may be encountered in dealing with special population groups such as elderly, disabled and children.
3. Skill in interviewing persons with due regard for human rights and dignity and persistence in identifying problems and seeking solutions
4. Ability to interpret and make independent decisions based on policy guidelines established by the Housing Authority and HUD.
5. Ability to maintain or supervise the maintenance of moderately complex records and to prepare clear and concise reports.
6. Possession of character traits of honesty, dependability, and cooperativeness.
7. Ability to comply with all governmental laws and regulations, including, but not limited to, Fair Housing, Section 504, and Environmental and Safety laws and regulations.
8. Ability to listen empathetically to tenants to analyze problems and establish priorities, as well as to deliver or refer proper assistance.
9. Ability to speak distinctly and to express oneself with confidence, patience, and concern (excellent public relations skills).
10. Ability to operate a computer and other common office machines with reasonable speed and accuracy.
11. Ability to make moderately complex arithmetic computations with speed and accuracy.
12. Ability to establish and maintain effective working relationships with peers, superiors, social service agencies, residents, and the general public.
13. Graduation from an accredited college or university with an associate degree in Business or Public Administration or a Social Services related field.
14. Three (3) years of experience in housing operations or management.
15. Or an equivalent combination of education and/or experience deemed by the Housing Authority to meet the required knowledge, skills, and abilities.

**EDUCATION AND EXPERIENCE:**

1. Graduation from an accredited college or university, with a Bachelor's Degree preferably in Business or Public Administration, Social Sciences, or a related field.
2. Five (5) years practical experience in public housing programs, leased housing or assisted housing programs, preferably with at least two (2) years of supervisory experience.
3. Or an equivalent combination of education and experience deemed by the Housing

Authority to meet the required knowledge, skills and abilities.

**SPECIAL REQUIREMENTS:**

1. Must have a valid State of Rhode Island vehicle operator's license.
2. Must be capable of operating various types of office business machines including a computer through a standard keyboard.
3. Must have relevant Property Manager Certification or must complete Certification or equivalent training as approved by the Housing Authority within twelve (12) months of the date appointment to the position.
4. Bilingual preferred (English and Spanish).
5. Must be bendable.

**PHYSICAL DEMANDS:**

SEDENTARY (requires lifting 10 lbs., carrying small objects)

LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs.)

MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs.) X

HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs.)

VERY HEAVY (requires lifting over 100 lbs., such as moving furniture)

CODES: C = Continuously, F = Frequently, O = Occasionally, and R = Rarely

A. Standing	<u>F</u>	H. Reaching	<u>O</u>	O. Crawling	<u>R</u>
B. Sitting	<u>F</u>	I. Handling	<u>F</u>	P. Bending	<u>O</u>
C. Walking	<u>F</u>	J. Fine Dexterity	<u>F</u>	Q. Twisting	<u>O</u>
D. Lifting	<u>R</u>	K. Kneeling	<u>O</u>	R. Climbing	<u>R</u>
E. Carrying	<u>R</u>	L. Crouching	<u>O</u>	S. Balancing	<u>R</u>
F. Pushing/Pulling	<u>R</u>	M. Foot Controls	<u>O</u>	T. Vision	<u>C</u>
G. Hearing	<u>C</u>	N. Talking	<u>F</u>	U. Other	_____

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified.