

JOB DESCRIPTION: PROPERTY MANAGER PRAC 202/TAX CREDIT

JOB TITLE: Property Manager

REPORTS TO: Assistant Director of Housing

CLASSIFICATION: Non-Exempt

POSITIONS SUPERVISED: N/A

Position Summary

The Property Manager carries out the mission of Humility of Mary Housing by advocating on behalf of the residents, respectfully interacting with the residents and other HM Housing staff, ensuring the building and adjacent property meet or exceed HM Housing's quality standards and ensuring compliance with applicable funding regulations. The scope of work requires knowledge and full understanding of the mission of Humility of Mary Housing and its policies and procedures, as well as an understanding of the requirements of fair housing and other applicable government compliance rules and regulations.

Position Responsibilities

Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

Occupancy Coordination

- Work toward maintaining full occupancy at assigned locations.
- Respond to resident requests and concerns within standards and timeframe established by company protocol, maintaining a person-centered approach in communications.
- Assist all applicants with the related paperwork to process their application and verifications within standards and timeframe established by company protocol
- Coordinate the complete move-in process to include, but not limited to:
 - Resident orientation
 - Assisting resident in obtaining needed documentation
 - Completing all required paperwork in the physical file
 - Entering tenant information into all required databases.
- Complete database entry of tenant information and work orders within standards and timeframe established by company protocol.
- Complete the receipt, deposit, and recording of rent payments.
- Maintain and manage waiting list per company established protocol.
- Complete the entire annual recertification process, to include scheduling the recertification meeting with the resident and assisting residents in providing necessary documentation.
- Coordinate the entire move-out procedure, including, but not limited to:
 - Collecting keys from resident;
 - Obtaining documentation from the resident regarding their move out date;
 - Verification of unit vacancy;

- Completing the move out inspection with maintenance technician;
- Coordination of checklist for items needing repair and cleaning;
- Make recommendation regarding the settlement of security deposit;
- Maintain ongoing communication with the maintenance technician with regard to progress in the make-ready of the vacant unit.
- Complete ongoing apartment inspections in concert with maintenance staff, according to standards and timeframe established by company protocol
- Other duties as assigned.

Compliance Coordination

- Ensure all tenant information is accurate in the physical file, OneSite, and other required databases.
- Completion of government monitoring compliance reports:
 - HAP Billing
 - TRACS Monitoring
 - State, County Funders
 - Department of Housing and Urban Development
- Maintain knowledge of the EIV and HUD Clips website
- Ensure all certifications are complete and accurate to ensure proper payment is received
- Monthly posting of charges
- DEVCO certifications and annual reporting
- Other duties as assigned

Maintenance Coordination

- Coordinate maintenance requests and work orders.
- Implement system for receiving and tracking resident maintenance requests.
- Complete month-end maintenance reports in database.
- Conduct ongoing, scheduled unit inspections with maintenance staff, according to standards and timeframe established by company protocol.
- Identify potential building and/or property issues through ongoing walk-throughs of the interior and exterior site. Notify maintenance staff and complete work orders for any areas needing repair.
- Other duties as assigned.

Resident Coordination

- Build rapport with all residents at assigned sites.
- Communicate with residents on an ongoing basis, formal and informal.
- Provide residents with building, program and social information on a regular basis.
- Communicate with service coordinators regarding resident needs
- Assist with the social activities if needed
- Participate in agency fundraising as assigned.
- Other duties as assigned.

Qualifications

High school education required. Computer skills to include ability to work in the following basic Microsoft Programs: Outlook, Excel and Word. Must be a person-centered team player, able to

balance multiple tasks, open to change and have the ability to learn the landlord management software program. Ability to interact with participants/residents in a manner consistent with the mission and core values of Humility of Mary Housing is required.

Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate. Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

Usual Physical Demands

The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

Applicant

Date