

NORTH CHARLESTON HOUSING AUTHORITY

JOB TITLE: PROPERTY MANAGER

DEFINITION & PURPOSE: Responsible for managing one or more North Charleston Renaissance (NCR) properties and is responsible for the implementation and administration of policies and procedures to ensure property is managed and maintained in accordance with federal, state, and local regulations. This employee is responsible for eligibility, leasing, lease enforcement, eviction, unit inspections, budget preparation, rent re-certification activities, resident problem resolution, maintenance, grounds care, and the general appearance and functionality of their property.

Position has significant financial and budgetary responsibility. Employee must exercise considerable independent judgment in dealing with daily problems while effectively and efficiently managing the property.

Duties and Responsibilities

General Tasks:

- Collect rents, utility and maintenance charges and maintain computer records
- Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Prepare and monitor property budget.
- Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents.
- Follow-up delinquent accounts and pursue collections in accordance with established procedures
- Monitor expenses to ensure spending is within budget.
- Maintain tenant files and related documentation regarding continuing eligibility and adjustments.
- Show vacant apartments utilizing professional marketing procedures and maintain a high level of continued occupancy by leasing property in a timely manner.
- Check references and other information on resident applications through Authority's approved credit and criminal investigative service.
- Complete Lease Agreements.
- Make daily bank deposits.
- Prepare reports in accordance with established procedures.
- Complete move-in and move-out reports and send move in and move out packages to Property Accountant for permanent filing and disbursement of security deposits.
- Address resident concerns in a professional manner.
- Send/Post all notices regarding compliance to rules and regulations when a violation occurs.
- If applicable, hire, train, supervise and terminate site staff.
- Issue purchase order numbers and track purchases from order through invoice.
- Process invoices for correctness, accuracy, and proper coding.

- Purchase office supplies and other administrative supplies for the property.
- Maintain and reconcile the property's declining budget.
- Write advertisements if needed obtain prices and place advertisements in the appropriate publications for best exposure for the community.
- Establish and maintain a waiting list per established procedures.
- Complete and submit incident reports for all events that may involve injury or damage.
- Maintain the property business office in a neat, orderly and business-like manner at all times with regularly scheduled office hours per established procedures.
- Attend and participate in department meetings as requested.
- Utilize HUD's EIV reports (Multiple Subsidy Report, Identity Verification Report, Immigration Report, Deceased Tenants Report and Income Validation Tool (IVT)) on a monthly basis and take the necessary corrective action to update family's pertinent information.

General Repair and Maintenance Including Grounds Maintenance:

- Oversee maintenance of the grounds, trash container areas, and common areas not allowing any trash or debris to accumulate.
- Oversee all work associated with the upkeep and maintenance of the grounds.
- Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within seven days after move-out.
- Log all resident complaints and dispatch maintenance personnel promptly. Items covered under warranties should be reported to the appropriate maintenance companies and followed up for prompt repairs.
- Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, and close out work orders in accordance with established procedures.
- Conduct property inspections, including move-in, housekeeping, and grounds to assure adherence to established standards.
- Maintain records of the status of assigned units, e.g., filled, vacant, anticipated vacancy, etc.
- Assist with security activities by communicating with North Charleston Police Department or assigned Fraud Officer regarding specific problems, and participating in "knock and talk", as needed.
- Be available at times either personally, or through other site personnel, for emergency calls.
- Always maintain community-owned materials and tools in a neat and orderly manner.
- Maintain a neat and organized workshop area free of clutter and debris for these tools. Upon completion of a maintenance task, all tools and excess supplies shall be cleaned up and stored properly.

Tenant Relations:

- Counsel residents who are not complying with the terms of the lease and concerning delinquent payments.
- Resolve conflict and complaints among residents, if possible, to avoid grievances.
- Recommend eviction if resident behavior warrants and prepare related documentation to support recommendation.

- Schedule and complete customer surveys to identify resident needs; assess quality of services, etc.
- Participate in hearings and appeals as needed.

Supervising Personnel:

- Participate in pre-employment interviews and make hiring recommendations as needed.
- Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
- Review time and leave reports for assigned staff.
- Train or assist in training other site personnel.
- Prepare and review performance appraisals and discuss with subordinates as appropriate.
- Counsel employees regarding job performance and document in accordance with established procedures.
- Recommend disciplinary action as needed.
- The Property Manager is authorized to delegate authority to key employees. The Property Manager's responsibility is always primary, even for activities delegated to subordinates.

Working Conditions

- Work responsibilities call for minor levels of physically demanding effort characterized by lifting and hauling of loads (under 25 pounds) a few times a day.
- Incumbent works in the housing development environment with potential exposure to less desirable social and sanitation conditions.
- Inspection of housing units requires the incumbent to perform activities including standing and walking much of the day.
- The level of risk is such that it requires reasonably close attention to work activities to prevent accidents or injuries.
- Must interact well with residents and the public and conduct program enforcement activities [sometimes with less than cooperative residents].
- Incumbent of this position must be reasonably ambulatory, physically fit and possess a normal range of hearing, vision and manual dexterity.

Skill Requirements

- Knowledge of Authority's policies and procedures, particularly as they pertain to property management
- Knowledge of Department of Housing and Urban Development ("HUD") rules and regulations that apply to property management
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes
- Basic knowledge of building maintenance, fire prevention and liability reduction principles
- Knowledge of basic office practices, procedures, and equipment
- Knowledge of the principles of management and supervision
- Knowledge of the operation of the Authority's computer system and software.

- Knowledge of the agencies that provide services to residents, including some knowledge of eligibility requirements
- Knowledge of basic English to communicate verbally and in writing
- Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments
- Ability to deal with system of real numbers
- Ability to compile, compute and present mathematical information
- Ability to compute leasing analysis, fractions, ratio, proportion, and percentages
- Ability to maintain required records such as tenant files, vacancy reports, etc.
- Ability to procure goods and services in accordance with Authority procedures and in keeping with the assigned operating budget for the property
- Ability to read and interpret policies and guidelines to make sound decisions
- Ability to compose original correspondence with minimal editing
- Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility
- Ability to use basic office equipment such as telephone, fax, copier, and computer
- Ability to generate records, receipts, and reports efficiently using a calculator and the computer system
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public
- Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements with a high level of organization and attention to detail
- Ability and willingness to maintain and provide a high level of customer service
- Ability to work independently and follow instruction with minimum supervision
- Ability to be a part of a team and a team leader
- Skilled in analyzing situations to identify problems and offer possible solutions
- Skilled in communicating with all types of people in a wide variety of situations
- Excellent interpersonal and business communication skills, both written and verbal

Qualifications for this Position

- High school Diploma required
- A four-year college degree from an accredited institution, required. Other combinations of experience and education that meet the minimum requirements may be substituted
- Three (3) years' experience in supervisory in all site operations including tenant selection, recertifications, rentals, vacancy preparation, rent collection, resident relations marketing and site maintenance required
- Financial and accounting experience required
- Must possess excellent management, interpersonal and community relations skills
- Minimum three (3) to five (5) years of property management experience, preferably in the affordable housing industry, including Low Income Housing Tax Credit (LIHTC) and RAD Project-Based Voucher (PBV)
- Must possess or be able to obtain certification in LIHTC Certification, RAD PBV Specialist and/or HCV and PBV Rent Calculation, HCV Specialist and in no more than two attempts, within twelve (12) months of employment

- Must have the required credentials to be able to sign leases in the State of South Carolina.
- Ability to maintain confidentiality in all assignments as mandated
- Ability to work harmoniously with other agency personnel
- Ability to relate to and interact with mixed populations of family, elderly, disabled and mentally impaired residents in low- and moderate-income housing settings
- Must be able to move about and between properties on foot and/or using personal vehicle
- Ability to receive and apply enlightened techniques and skilled practices in addressing the needs of the above populations
- Ability to be flexible and perform work under time pressure
- Must have a valid South Carolina driver's license and possess or have access to a motor vehicle, required
- Must have and maintain a driving record acceptable to the Authority and its insurance carrier(s)
- Neat, clean, and appropriate appearance.

NOTE: This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.