

POSITION SUMMARY

The Property Manager is responsible for the overall operation and success of the real property asset. Property Managers maintain property occupancy by advertising and filling vacancies; negotiating and enforcing leases; maintaining and securing the premises.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS STATEMENT(S)

- Accomplishes financial objectives by collecting rents; paying bills; forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Calculates overhead costs and maintains profit goals.
- Contracts with residents by calculating rents, explaining leases and related policies and collecting security deposits.
- Maintains property by investigating and resolving resident complaints; enforcing rules of occupancy; inspecting vacant units and completing repairs; planning renovations; contracting with landscaping and other property related services.
- Maintains building systems by contracting for maintenance services; supervising repairs.
- Secures property as appropriate by coordinating with security patrol service; enforcing precautionary policies and procedures; responding to emergencies, etc.
- Enforces admission and occupancy policies and procedures.
- Prepares reports by collecting, analyzing and summarizing data and trends.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Responsible for lease administration; preparing lease agreements, conduct file audits, ensure lease files are complete and orderly.
- Maintain and process files as required to maintain program compliance with program funding.

Qualifications

Education: Experience in Affordable property management required. Associates degree (A.A.) from a vocational school, college or university or job related experience preferred. Must demonstrate literacy in the English language including reading or an equivalent combination of education and experience.

Experience: One to two years related experience and/or training preferred or an equivalent combination of education and experience.

Computer Skills: Working knowledge of: Microsoft Office Suite, Property Management software (i.e. YARDI, One-Site, Real Page)

Certificates & Licenses: Valid State Issued Drivers License. Certification in property management is a plus; CPM, CPO, COS, CAM, CAPS, etc.

Other Requirements: Authorized to work in the United States

Job Description

Housing Authority of the City of Opelika

Property Manager

Department: Multi-Family

Date: 12/9/2024

Reports To: Property Management Coordinator

FLSA: E

Summary

Manage the day-to day operation of assigned property(ies), in accordance with established regulations and guidelines, and monitor contracted projects at assigned property(ies). Rent properties, collect and record rent and other charges, process evictions and make court appearances as needed. Receive requests for repairs, generate and close work orders. Prepare and monitor budget. Prepare reports of activities and fiscal status. Assist and encourage residents to become self-sufficient by referring to programs directed toward self-sufficiency. Coordinate maintenance work through the use of onsite maintenance personnel or contractors. Maintain continued occupancy by conducting inspections to ensure compliance with all applicable rules and regulations, and conducting inspections to assure that all equipment is in proper working order and that vacant apartments are ready for occupancy.

Essential Job Functions

- A. Oversee and perform routine tasks, and coordinate maintenance work by establishing priorities
1. Collect rent and other charges from residents, scan to bank, enter corresponding data into computer system, summarize collections for day, and forward to accounting
 2. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
 3. Follow-up delinquent accounts and pursue collections in accordance with established procedures
 4. 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
 5. Issue supplies and parts from inventory
 6. Maintain inventory records and order standard supplies in accordance with pre-established limits
 7. Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents
 8. Follow-up delinquent accounts and pursue collections in accordance with established procedures
 9. Process lease terminations by mailing notices in response to non-payment of rent, disconnection of utilities, drug/criminal conviction, etc.
 10. Attend staff meetings
 11. Stay abreast of trends and changes in regulations, practices, etc. by attending training when assigned
 12. Approve transfer requests from residents
- B. Prepare, maintain, monitor, and update financial and other records, including annual recertification, collection of rent and other charges and budget
1. Prepare and monitor site budget
 2. Process invoices by verifying information, approving for payment, and forwarding to accounting
 3. Submit and correct submission of 50059 forms for TRACS, maintaining 95% or higher submission rate
 4. Monitor site indicators, including 50059 forms and indicators to assure the property meets established standards

5. Establish and maintain resident files and related documentation regarding continuing eligibility and adjustments
 6. Prepare reports in accordance with established procedures
 7. Monitor expenses to ensure spending is within guidelines
- C. Maintain a high level of continued occupancy by leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and maintaining associated records
1. Communicate with residents as needed to inform of policies, procedures, rules, and regulations
 2. Lease units by showing property, reviewing and signing lease, collecting deposits, etc.
 3. Coordinate vacancy preparation in order to minimize time units are vacant
 4. Ensure that properties and grounds are maintained properly by onsite maintenance personnel or contractors
 5. Conduct property inspections, including move-in, move-out, housekeeping, and grounds in order to assure adherence to established standards
 6. Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
- D. Assist residents with special problems and promote amicable resident relations
1. Counsel resident who are not complying with the terms of the lease, and concerning delinquent payments
 2. Maintain records of resident community service hours, in accordance with requirements
 3. Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, as appropriate
 4. Maintain liaison with community service organizations to stay abreast of services offered in order to refer residents
 5. Resolve conflict and complaints among residents, if possible, in order to avoid grievances
 6. Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation
 7. Participate in hearings and appeals as needed
 8. Report suspicious activities to Community Police Officer
 9. Attend resident association meetings
- E. Supervise assigned administrative and maintenance personnel
1. Participate in pre-employment interviews and make hiring recommendations as needed
 2. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures
 3. Review time and leave reports for assigned staff
 4. Train or assist in training assistant property managers, and property managers, as needed
 5. Prepare and review performance appraisals and discuss with subordinates as appropriate
 6. Counsel employees regarding job performance and document in accordance with established procedures
 7. Recommend disciplinary action as needed
 8. Recommend staff for training and professional development opportunities
 9. Conduct periodic staff meetings

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 basic office practices, procedures, and equipment

6. Knowledge of the principles of management and supervision
7. Knowledge of the operation of Authority computer system and software
8. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements
9. Knowledge of basic English in order to communicate orally and in writing
10. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments
11. Ability to establish and maintain required records such as resident files, vacancy reports, etc.
12. Ability to read and interpret policies and guidelines in order to make sound decisions
13. Ability to read budget reports and financial statement and assess the financial condition of assigned property
14. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility
15. Ability to use basic office equipment such as telephone, fax, copier, scanner, and computer
16. Ability to communicate verbally and in writing
17. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system
18. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public
19. Ability to analyze problems and use sound judgment to make decisions
20. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements
21. Skilled in analyzing situations in order to identify problems and offer possible solutions
22. Skilled in communicating with all types of people in a wide variety of situations

Minimum Qualifications

Bachelor's degree in management, business administration, social science area, or closely related field plus 3 years of progressively responsible experience in public housing, or an equivalent combination of education and experience. 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.

Other: Valid Driving License
Ability to be insured under the Authority's vehicle policy

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