



JOB DESCRIPTION

Job Title: Property Manager
Member of Housing and Resident Services
Current Grade: 6
Responsible to: Director of Housing

I. The Mission of the Housing Authority of the County of Salt Lake

The mission of the Housing Authority of the County of Salt Lake is to provide and develop quality affordable housing opportunities for individuals and families while promoting self-sufficiency, empowerment and neighborhood revitalization.

II. Job Statement:

The purpose of the Property Manager is to support the Mission of the Housing Authority by providing consistent quality services to assure residents life in safe decent housing. This is done by following HUD and HACSL policies and procedures, by working with residents, Maintenance and other HACSL staff, vendors and community partners to coordinate essential agency functions.

III. Job Description:

Objective A Property Management

1. Effectively manage properties.
2. Assist residents so they are able to maintain their housing assistance and live in a safe, decent environment.
3. Maintain compliance with all funding, state and local ordinances, and agency policies and requirements.
4. Maintain required documentation and reports. Submit weekly tracking report and monthly program performance outcome reports to Management.
5. Maintain 100% occupancy by quickly turning units and prescreening and marketing units to potential tenants.
6. 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 Services staff to provide support. Strive for low percentage of tenant collections.
7. Assist Management with establishing budget and stay within operating goals. Monitor expensed and revenues monthly and submit report justifying any discrepancies.
8. Respond to inquiries, phone calls, written correspondence and emails within 24 business hours.

9. Coordinate with Maintenance staff to assure work orders, preventive maintenance and inspections are conducted in a effective, professional and timely manner
10. Maintain computer records, client and other property files to assure they are accurate according to HUD regulations and HACSL policies and procedures. This includes verifying income, timely completion of recertification, household verification information, preventative maintenance and annual inspections.
11. Secure files and resident information according to regulations and to guarantee confidentiality.
12. Prepare new leases and secure tenant signatures. Prepare re-certifications lease renewals, interim adjustments and other documents.
13. Keep legible records on each individual client. Document and report all issues to supervisor.
14. Recommend cases of non-compliance to supervisor for our attorney and provide support in proceedings as necessary.
15. Ensure that our residents adhere to the lease and rules and regulations of the Housing Authority, issue lease violations, serve three-day notice for non-payment of rent or other charges, and for criminal activity. Respond to all lease violations in a timely manner.
16. Be available for grievance meetings and eviction proceedings and act as a representative for the Housing Authority in a professional manner.
17. Meet with constables to lock out residents that have received court ordered eviction notices. Attend training and be prepared to handle situations that may arise due to eviction and lock out proceedings.
18. Perform regular and annual housekeeping inspections as required by observed conditions and reports.
19. Document and report all vacancies as appropriate. Check and secure vacant units.
20. Observe and report maintenance work orders upon request of tenants and staff.
21. Walk properties daily to assure grounds are well maintained. Address lease violations and verify work has been completed according to agency standards
22. Attend training, read appropriate publications, and confer with others in this field to stay knowledgeable of the changing federal regulations and policies.

Objective B Supervision

1. Hire, supervise, and train staff to maintain properties.
2. Provide individual support and assistance to staff.
3. Assist and coordinate office functions to assure a safe and productive work environment.
4. Promote agency mission, values and strategic goals by writing objectives into staff performance plans.

Objective C Team Work

1. Attend and actively participate in all staff meetings and trainings
2. Support HACSL coworkers as a team to accomplish department and agency goals
3. Participate in HACSL activities and committees as needed or desired

Objective E Tenant Empowerment

1. Coordinate and support Tenants Association and Resident Advisory Board meetings
2. Involve tenants in community issues and decisions that effect their quality of life

Job Requirements:

1. High school diploma or equivalent. Bachelors degree preferred
2. Five years full-time related experience including property management or related administrative areas, real estate marketing, rent collections, leasing of units, execution of lease, and knowledge of public housing programs helpful
3. Must be work and communicate well with low-income and diverse populations.
4. Experience supervising staff
5. Demonstrated excellence in communication both written and verbal
6. Ability to work cooperatively with other agency staff and community officials
7. Leadership skills
8. Work independently with minimal supervision
9. Able to prioritize and manage a wide variety of tasks
10. Present a professional and positive attitude to residents, staff and other organizations
11. Valid Utah driver's license.
12. General office and clerical skills required

Knowledge of:

1. Landlord tenant law
2. Standard office computer programs; email, Word, Excel. Must type 50 words per minute

A criminal background, drug screen, driving and credit check must be completed before hire. An Official Housing Authority Application Form must be completed and a resume submitted. The Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. With 24-hour advance request, reasonable accommodations will be provided to individuals with disabilities.