JOB DESCRIPTION

Job Title: PROPERTY MANAGER – PERMANENT SUPPORTIVE HOUSING
Member of Housing and Services Department
Current Grade: 8
Responsible to: Affordable and Special Needs Housing Manager

I. The Mission of 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 while promoting self-sufficiency and neighborhood revitalization.

II. Job Statement

The Property Manager supports the mission of the Housing Authority by providing quality management of the Permanent Supportive Housing Apartments to formerly chronically homeless individuals and other special needs populations. This includes LIHTC compliance, coordination with supportive services staff, adhere to Housing First principles, supervision of maintenance, efficient budget management, applicant screening, efficient vacancy preparation, maintaining high occupancy rates, rent collections, evictions, vendors and community partner relations. The Property Manager provides excellent customer service to tenants, co-workers, vendors and community partners.

III. Job Description:

Objective A - Property Management

1. Collect rents and maintain computer records according to the Housing Authority’s procedures and funding requirements.

2. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.

3. Maintain compliance with Low-Income Tax Credits by assuring all files are accurate and audited.

4. Prepare and monitor site budget and financial statements.

5. Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents.

6. Follow-up delinquent accounts and pursue collections in accordance with established procedures.

7. Monitor expenses to ensure spending is within guidelines.

8. Pro-actively market non-subsidized units to low-income eligible individuals.


10. Work with the waiting list specialist to certify potential tenants, conduct briefing and orientation sessions to prospective tenants and market units to applicants to ensure occupancy in a timely manner.

11. Promote Housing First principles by pro-actively work with tenants and supportive service staff to assure tenants are able to maintain their housing.
12. Show vacant apartments utilizing professional marketing procedures and maintain a high level of continued occupancy by leasing property in a timely manner.

13. Verify eligibility according to property requirements, which may include checking references and other information on resident applications through Housing Authority's approved credit and criminal investigative service.


15. Make daily deposits.

16. Prepare reports in accordance with established procedures.

17. 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.

18. Address resident concerns in a timely professional manner.

19. Document and report all issues to supervisor and management, as appropriate.

20. Send/post all notices regarding compliance to rules and regulations when a violation occurs.

21. Issue purchase order numbers and track purchases from order through invoice.

22. Process invoices for correctness, accuracy, and proper coding.

23. Maintain and reconcile the property's budget.

24. Establish and maintain a waiting list per established procedures.

25. Complete and submit incident reports for all events that may involve injury or damage.

26. Maintain the property business office in a neat, orderly and business-like manner at all times with regularly scheduled office hours per established procedures.

**Objective B - Supervising Personnel**

1. Participate in pre-employment interviews and make hiring recommendations.

2. Supervise and train staff in compliance with Housing Authority policies and procedures. Work with management to address performance issues in an open, direct and timely manner to assure staff are meeting performance expectations.

3. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.

4. Review time and leave reports for assigned staff.

5. Train or assist in training other site personnel.

6. Prepare and review performance appraisals and discuss with subordinates as appropriate.

7. Counsel employees regarding job performance and document in accordance with established procedures.

8. Recommend disciplinary action, as needed.

9. Assist and coordinate functions to assure a safe and productive work environment.

10. Promote agency mission and strategic plan by writing objectives into staff performance plan.
Objective C - General Repair and Maintenance Including Grounds Maintenance

1. Oversee maintenance of the buildings, sites and community space to assure they are clean, inviting and safe.

2. Oversee maintenance of the grounds, trash container areas, and common areas not allowing any trash or debris to accumulate.

3. Oversee all work associated with the upkeep and maintenance of the grounds.

4. Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within three days after move out.

5. 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.

6. 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.

7. Conduct property inspections, including move-in, housekeeping, and grounds in order to assure adherence to established standards.

8. Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.

9. Assist with security activities by communicating with security personnel regarding specific problems and participating in “knock and talk”, as needed.

10. Be available at all times either personally, or through other site personnel, for emergency calls.

11. Maintain community-owned materials and tools in a neat and orderly manner at all times.

12. 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 and stored properly.

Objective D - Tenant Relations

1. Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.

2. Refer residents with special problems, such as economic, social, legal, health, etc. to supportive services staff or agencies that provide assistance.

3. Regularly meet with Supportive Services Coordinator to address issues and promote retention, assist with resident activities, address specific problems, plan meetings, or support activities as appropriate.

4. Resolve conflict and complaints among residents, if possible, in order to avoid grievances.

5. Assure all residents are treated in a fair and consistent manner.

6. Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation.

7. Participate in hearings and appeals, as needed.
MINIMUM REQUIREMENTS:

- Bachelor’s Degree preferred.
- Four years full-time related experience, including property management, low-income tax credits, rent collections, leasing of units, execution of lease, knowledge of public housing programs, and the ability to work with low-income individuals.
- Two years supervisory experience.
- Certification in low-income tax credit compliance required.
- Valid Utah driver’s license.
- Computer literate.

KNOWLEDGE OF:

- Housing Authority policies and procedures, particularly as they pertain to property management.
- 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.
- Basic office practices, procedures, and equipment.
- Operation of the Housing Authority’s computer system and software.
- The agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
- Basic English in order to communicate verbally and in writing.
- Mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.

ABILITY TO:

- Maintain required records such as tenant files, vacancy reports, etc.
- Procure goods and services in accordance with Housing Authority procedures and in keeping with the assigned Operating Budget for the property.
- Read and interpret policies and guidelines in order to make sound decisions.
- Write and speak professionally.
- Work cooperatively with other agency staff and community officials.
- Work independently with minimal supervision.
- Present a professional and positive attitude to residents, staff and other organizations.

A criminal background, drug screen, and driving 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.