

BATH HOUSING
Job Description

Position Title:	Property Manager
Department:	Property Management
Reports To:	Director of Housing
Supervises:	N/A
Oversees:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	November 2017
Pay Grade	11

POSITION SUMMARY:

The Property Manager is responsible for the oversight, management, and daily operations of a portfolio of affordable housing properties. This includes, but is not limited to, managing and maintaining waiting lists, resident recruitment, screening, selection, lease management, vendor and contract coordination, and financial analysis of property. The position carries out Agency policies and procedures in accordance with the applicable rules and regulations as established by HUD, Regulatory Agreements, MaineHousing, and other pertinent documents and contracts negotiated by the agency. The position must be familiar with ADA and Fair Housing Best Practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage day-to-day operations of all Agency owned or managed properties.
- Advertise and market availability of apartments as needed.
- Screen and determine eligibility of applicants.
- Coordinate all aspects of move-in and move-out process (show units, sign leases, complete necessary inspections, assess damages, etc.).
- Perform annual resident certifications and complete initial, interim, and annual income reviews for residents as required by HUD or other regulatory entities.
- Understand and adhere to all Agency policies and procedures and any related regulatory agency rules and regulations.
- Develop understanding of agency agreements, contracts and management plans for portfolio properties.
- Prepare monthly reports for the Board.
- Coordinate annual unit, monthly site, and other inspections (i.e. REAC).
- Handle resident complaints and work with Resident Service staff to resolve lease compliance issues.
- Prepare reports and documentation, including submission of PIC and TRACS by required deadlines and including responses to management review requests.
- Complete and file appropriate forms and reports regarding property inspections, security & pet deposits, rental income, and utility usage.
- Provides tenant notifications for inspections, violations, and evictions.
- Monitor property financials, including:
 - Assist in the annual budget preparation.
 - Manage funds collection process, including collection of rent and any assessed fees/charges, tracking of delinquent accounts, coordination of payment agreements, and initiation and management of any ensuing legal proceedings or evictions.
 - Approve invoices for payment, as applicable.

- Monitor rent levels and recommend changes to maximum rents or increases to rents, as applicable.
- Provide information to regulatory agency personnel, and others involved in monitoring of property financing
- Coordinate maintenance of portfolio property in conjunction with Director of Facilities:
 - Coordinate turnovers and schedule contractor work as necessary with assistance of Maintenance Technicians.
 - Communicate with Maintenance and Resident Service personnel regarding work orders, capital and property improvements, inspections, preventative maintenance programs, and resident issues.
 - Monitor building and grounds maintenance performance and assess safety, security risks and capital needs.
 - Ensure grounds are being maintained per Agency standards, including confirmation that any community room postings are current and up-to-date.
 - Coordinate annual bidding of bulk purchasing.
- Provide high level of customer service and ensure resident satisfaction through strong, open communication and follow through.
- Adhere to all applicable state, federal, and Agency rules, policies, procedures, and regulations at all times.
- Act as Agency resource for Reasonable Accommodation, ADA, and Fair Housing issues.
- Maintain resident confidentiality.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other related tasks as required.
- Recommend efficiencies or areas of improvement when relevant.

GENERAL EXPECTATIONS:

1. Ability to read and understand rules and regulations set forth by HUD, MaineHousing and the other regulators.
2. Ability to assess and analyze procedures and recommend efficiencies or improvements.
3. Ability to communicate clearly and concisely and in a positive and productive manner, both verbally and in writing, with all levels of the Agency staff, tenants, community partners, vendors, etc.
4. Ability to model and promote a culture of strong customer service.
5. Ability to establish and maintain effective working relationships with subordinates, residents, and all Bath Housing personnel.
6. Ability to promote, support and facilitate teamwork and harmony among Agency staff.
7. Ability to respond to all situations in a calm controlled manner.
8. Must be able to respond to emergencies.
9. Ability to maintain confidentiality in all assignments

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Strength: Must be able to occasionally lift, pull and move up to 15 pounds.

- Manual Dexterity: Must have the ability to frequently operate equipment listed below and frequently perform moderately difficult manipulative tasks including data entry, writing and filing.
- Coordination: Must be able to occasionally drive a car.
- Mobility: Must be able to frequently sit for long periods of time and occasionally walk, reach with hands/arms and climb stairs.
- Speech: Must be able to continuously articulate and communicate clearly and precisely when giving directions or interacting with staff, professionals, government officials, partners, property owners, boards, clients and contractors.
- Emotional Stability: Must be able to continuously deal effectively with stress created by personnel issues, multiple tasks, noises, interruptions and multiple priorities and work cooperatively as part of the team while maintaining a pleasant, professional demeanor.

Sensory

- Vision: Must be able to continuously read small print and adjust focus.
- Hearing: Must be able to frequently receive verbal instructions, communicate with others and answer a phone with some background noise.

Cognitive

- Concentration: Must be able to continuously concentrate on fine details with frequent interruption.
- Attention Span: Must be able to frequently attend to tasks, meetings and seminars for more than 60 minutes at a time.
- Conceptualization: Must be able to frequently understand and relate to several ideas at a time and interpret a variety of instructions furnished in written or oral form.
- Memory: Must be able to continuously remember multiple verbal and written tasks/assignments over long periods of time in order to coordinate multiple projects while following company policies and government regulations.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional exposure to dust in storage areas.
- Moderate exposure to outside seasonal weather.
- Noise level is usually moderate.
- Moderate exposure to VDT radiation.
- May encounter hazardous obstacles in and around resident's homes.

EQUIPMENT USED:

- Phones
- Copier, computer, printer, fax
- Writing utensils and assorted office supplies
- Automobile

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following requirements and skills are considered essential:

- College Degree preferred.

- Thorough experience in managing multi-family housing preferred.
- Understanding of general accounting principles.
- Strong organizational and time management skills.
- Ability to work effectively with others.
- Experience assisting low-income and elderly populations.
- Ability to work effectively both independently and as part of a team.
- Ability to complete tasks on a timely basis.
- Ability to prepare contracts and monitor budgets.
- Excellent analytical and negotiating skills.
- Proven ability in interpreting Federal and State Regulations.
- Experience with personal computers required; proficient in a Windows environment, working knowledge of Microsoft Office products including Excel; experience with HAB or ability to learn new systems quickly.
- Good problem-solving and analytical skills.
- Excellent interpersonal skills; good listening skills.
- Good written and verbal communication skills.
- Good networking skills; ability to interact effectively with a variety of people and organizations.

Education/Skill Requirements: The following education requirements are considered essential:

- Bachelor's Degree or equivalent experience
- Proficiency with use of EXCEL, Microsoft WORD, and email is required. Ability to learn and effectively utilize HAB software.
- Must have a valid driver's license.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date