



# JOB ANNOUNCEMENT

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**POSITION TITLE:** Assistant Property Manager

**DEPARTMENT:** Public Housing

**SALARY:** \$34,000.00

**DATE POSTED:** 12/21/17

**CLOSING DATE:** Open Until Filled

**FLSA CLASS:** Non-Exempt

**POSTING NO:**  
**12-21-2017**

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## **Duties and Responsibilities:**

Responsible for assisting the Property Manager in the oversight of multiple housing communities, through subordinate personnel and monitoring fiscal and occupancy status, for properties, through regular reports. Responsible for monitoring operating practices and procedures and recommending changes to promote efficiency and achieve/maintain a high performance status; supervising, evaluating performance and training site personnel. Responsibilities include, but are not limited to, the following:

1. Inspects properties to ensure they are maintained in safe and decent condition and in good repair. Monitors and reviews HUD physical assessment scores and inspects a sampling of buildings, unit make-readies, curb appeal and condition and organization of common areas and offices.
2. Monitors work order reports to ensure all work orders are addressed in a timely manner; Audits a sampling of maintenance work at each property to ensure quality work and good craftsmanship; Ensures staff follow-ups on any delinquent items;
3. Ensuring that the sites in the site achieve at least “standard” performance under HUD’s assessment system indicators:
  - a. Physical condition of the units, buildings and systems;
  - b. Financial condition of the property;
  - c. Management performance of the property;
  - d. Resident satisfaction.
4. Carrying out the work of the property in a manner that complies with all applicable federal, state and local laws, regulations, and MHA’s policies and procedures related to:
  - a. Civil and Disability rights;
  - b. Procurement of goods and services;
  - c. Admission and continued occupancy;
  - d. Lease and grievance procedure requirements;
  - e. Rental integrity requirements.

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5. Directing, controlling, monitoring and evaluating the performance of all other site staff in compliance with the Personnel Policy:
  - a. Organizing, directing, scheduling, supervising and monitoring the quality and quantity of work of the site staff;
  - b. Enforcing performance standards for all positions supervised, including monitoring performance improvement plans when warranted;
  - c. Signing off on and maintaining employee time and, leave records;
  - d. Controlling the use of over-time work; secure authorization from HMC or Executive Director for over-time, when it is absolutely needed;
  - e. Working with employees to establish performance targets and appraising employee performance at least annually;
  - f. The Assistant Property Manager is authorized to delegate duties to key personnel. Any such delegation must be approved by the Property Manager.
6. Working with residents to ensure that they receive accurate and timely information, opportunities for input, fair hearings on problems, and support for their ideas and activities, including:
  - a. Attending Resident Council meetings when invited;
  - b. Supporting Resident Council initiatives;
  - c. When available, providing funding for Resident Council activities;
  - d. Meeting with residents on request;
  - e. Conducting informal hearings on resident grievances;
  - f. Organizing annual meetings of residents to obtain input on the Capital Plan;
  - g. Providing Resident Council with timely copies of the Annual Plan, Five Year Plan and any revisions to policies for review and comment.
  - h. Be available at all times either personally, or through other personnel for emergency calls
7. Taking part in the capital planning and redevelopment process for the site, including:
  - a. Obtaining recommendations from staff about capital work needed and priorities for such work;
  - b. Participating in the development of the annual capital plan in conjunction with the Capital Improvements Coordinator;
  - c. Working with the Capital Improvements Coordinator in carrying out capital work at the properties (including, for example, obtaining access to occupied units);
  - d. Work in conjunction with the Capital Improvements Coordinator to inspect and sign off on capital work at the property prior to final payment of contractors.
8. Supervising day-to-day maintenance of the property managed and overseeing the maintenance of all the site's properties, including:
  - a. Overseeing the development of the annual, monthly and weekly maintenance calendars upon which routine and preventive maintenance activities are scheduled and work orders issued;
  - b. Ensuring that Work Orders are used for all maintenance work, including routine, preventive, emergency, and regularly scheduled work;
  - c. Tracking the performance of maintenance employees by reviewing the work order logs at least weekly to determine work still outstanding (including the amount of time the work has been delayed), the reasons for delays, the specific work accomplished, the work completed by each maintenance employee, and whether there are any call-backs or complaints about work completed;
  - d. Working closely with the Maintenance personnel, the Assistant Property Manager is responsible for supervising, and monitoring the prioritization, assignment, close-out, and quality control of resident maintenance requests;
  - e. Conducting a monthly review of work order logs at the site to determine whether work is being done in a timely fashion using appropriately skilled labor and whether the quality of the work is such that repeated work orders for the same work are not being issued;
  - f. Walking the property daily (regardless of weather) to check for skips, curb appeal, hazardous conditions

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- and other needs;
- g. Inspecting vacant units, assigning make-ready work, tracking make-ready time and inspecting and signing off on ready to lease units;
  - h. Confer with Maintenance Supervisor to determine when and what residents should be charged for damages and neglect beyond normal wear and tear; keeping the list of “charges in addition to rent” updated and accurate.
9. Coordinating with Property Manager to ensure prompt leasing of ready units, including:
- a. Assisting with marketing and recruitment of applicants for the waiting list;
  - b. Keeping accurate records of all unit turnovers by unit size and type to assist the admissions office with pre-qualifying applicants;
  - c. Notify Property Manager soon as possible of resident intent to vacate or skip-outs;
  - d. Ensuring that the exterior of the property, the route to the unit and the unit itself is clean and attractive prior to showing to a prospective resident.
10. Enforcing the lease firmly and fairly on all residents at the property managed and overseeing lease enforcement at the site, including:
- a. Sending 10-day notices for non-payment of rent by the 7th calendar day of the month;
  - b. Sending 30 day notices for non-payment of charges in addition to rent by the 15th calendar day of the month;
  - c. Placing a resident who owes delinquent rent or charges on a repayment agreement as long as:
    - 1) The resident is not already on a repayment agreement;
    - 2) The resident pays at least 10 percent of the amount owed at signing;
    - 3) The resident agrees to pay 10 percent of adjusted monthly income on the delinquent balance until paid;
  - d. Filing a resident for lease termination if the resident:
    - 1) Has not paid rent or signed a repayment agreement by the 15th of the month;
    - 2) Has not paid charges in addition to rent or signed a repayment agreement by the 15th of the following month;
    - 3) Has not paid the agreed upon amount under any repayment agreement by the 15th of the month;
  - e. Processing residents for lease termination when any family member, guest or other person under the resident’s control engages in:
    - 1) Drug-related criminal activity; or
    - 2) Criminal activity that is a threat to the life, health, or safety of other residents, staff or neighbors of the property; or
    - 3) Alcohol abuse that results in a lease violation.
  - f. Notifying residents promptly, in writing, of any other lease violation, working with them to resolve the violation, and, if they fail to resolve the violation, taking prompt action, up to and including lease termination, for failing to correct the violation;
  - g. Reviewing the paperwork for all lease terminations to be submitted for approval by Property Manager or the Executive Director;
  - h. Coordinating with MHA’s Legal Counsel during the processing of resident grievances and lease termination actions.
12. Acting as an advocate for residents with education, employment, health, or other non-housing service agencies;
13. Maintaining adequate systems for resident safety and security at the site, including:
- a. Dealing promptly with any hazardous situations to prevent accidents;
  - b. Enforcing the lease for violations of the bans on criminal activity and drug-related criminal activity;
  - c. Coordinating with local law enforcement to prevent crimes and enforce the law;
14. Recommending improved operating policies and procedures, including submitting sample wording for such improvements;

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15. Submitting monthly and annual reports to the Property Manager covering such areas as:
  - a. Site performance under PHAS;
  - b. Compliance issues if any (e.g. Fair Housing Complaints, RIM problems);
  - c. Financial management;
  - d. Crimes and accidents, if any;
  - e. Personnel problems, if any, as well as staff commendations;
  - f. Lease terminations, lease enforcement and other resident issues;
16. Monitors compliance with MHA's policies regarding utility allowances, maximum rents, flat rents, maintenance charge list and all other fee schedules. Conducts flat rent study annually to ensure rents are comparable with market unassisted units.
17. Implements and monitors assigned site's crime detection and prevention initiatives to ensure all required corrective action is accomplished. Reviews all relevant police reports, resident reports and any other sources of information regarding lease violations or criminal activity. Tracks statistical data and identifies trends within each development. Receives investigative reports on allegations of program abuse. Evaluates reports and refers those considered to be substantial violations.
18. Ensures that staff and site-based partners are performing tasks as outlined in contracts, grant proposals, MOUs and/or strategic plans.
19. Ensures that resident lease terminations and grievance hearings are properly processed. Monitors lease enforcement by providing information and assistance as needed.
20. Meets with residents, resident organizations, and external agencies to receive input regarding the operation of housing programs, assesses needs, and addresses concerns.
21. Oversees the development and implementation of marketing plans and strategies in order to promote high levels of occupancy.
22. Oversees schedule for emergency on call responsibility and follow-up on emergencies to ensure proper handling.
23. Prepares and submits monthly reports detailing the prior month's occupancy and fiscal performance.
24. Performs other duties as assigned.

### **Qualifications and Knowledge:**

1. Graduation from an accredited high school with two years of college or business school, with course work in management or related field, with one to two years of experience in public contact work; or any equivalent combination of education, training, and experience to meet the required knowledge and abilities.
2. Knowledge of MHA's policies and procedures, and Department of Housing and Urban Development ("HUD") rules and regulations, that applies to property management.
3. Knowledge of agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
4. Ability to maintain required records such as tenant files, vacancy reports, etc.; read and interpret policies and guidelines in order to make sound decisions;
5. Knowledge of HUD policies and other Federal, state and local laws, rules and regulations related to low-income housing and MHA policies.
6. Knowledge of good public policy practices and procedures, business English and basic mathematics.
7. Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse

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backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and the public.

8. Ability to supervise others effectively and collaboratively, reinforcing good performance and dealing firmly but fairly with less than satisfactory performance.
9. Ability to meet both internal and PHAS program deadlines
10. Ability to plan and prioritize work of self and staff.
11. Bondability.
12. Valid Alabama driver's license, or must acquire one within 30 days of employment.
13. Eligibility to be covered under the Authority's fleet auto insurance.

### **Supervision Received and Given:**

The employee receives assignments from the Property Manager. Most instructions are broad directives or policy statements. Normally, the employee receives specific instructions only in unusual or sensitive circumstances. The employee initiates and follows through on routine tasks with minimal supervision. Situations that arise which are not covered by instructions are referred to the Executive Director or dealt with independently, depending on the circumstances. Normally, the employee identifies what needs to be done and indicates the priorities, deadlines, and resources available.

The employee monitors the work of subordinates for accuracy, completeness, compliance with policy, and achievement of objectives, evaluates their performance and provides counseling.

### **Guidelines:**

The employee refers to MHA's and HUD's guidelines in performing work. These guidelines cover most job-related situations, although the employee frequently is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the supervisor or makes a decision based on the circumstances.

### **Complexity:**

The employee performs a wide variety of tasks, which range from routine to difficult and are not closely related. The employee must identify the work that needs to be done, determine how to accomplish it and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, or other non-routine occurrences. Routine work is instructed and problems encountered by the employee do not require extensive analysis to identify them. Tasks frequently have to be coordinated, integrated and/or prioritized. Decisions regarding unusual circumstances may be made by the employee and/or referred to the supervisor for resolution.

### **Scope and Effect:**

The employee's work primarily impacts the new development program of the housing authority and the Authority's residents and non-residents. Successful accomplishment of duties by the employee will result in timely completion of those programs and provide better, more-affordable housing for low-income families in the community.

### **Personal Contacts:**

Contacts are primarily with other Authority employees, federal, state and local governmental officials and representatives, and community agencies. The employee has contact with architects, engineers, consultants, contractors, and Authority residents. The primary purpose of contacts is to obtain, give or clarify information, plan and provide assistance, and resolve problems. Contacts are normally cooperative; however, they may be occasionally antagonistic, unresponsive, or uncooperative contacts.

**Physical Demands:**

Work is principally sedentary, but involves some physical exertion during on-site visits with residents or staff members, inspections of Authority developments, and construction sites, and facilities. Physical demands may include bending, stooping, bending, standing, walking at construction sites, climbing ladders, and exposure to outside elements.

**Work Environment:**

Work involves the normal risks or discomforts, associated with an office environment, and is usually in an area that is adequately heated, lighted, and ventilated. From time to time, it involves visits to outdoor developments, sites, dwellings or facilities, inspections of structures and/or confrontations with residents, employees and contractor personnel. Work is primarily with use of computer, reading and preparing documents, and meeting deadlines.

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**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified