



JOB DESCRIPTION

JOB TITLE: Property Manager
CLASSIFICATION: Non-exempt
STATUS: Full Time

JOB STATEMENT:

The Property Manager performs all duties related to the property management of the designated Asset Management Project(s) (AMP's), LIHTC developments, and Local Fund properties. The Property Manager is dedicated to keeping the properties in A+ shape regarding appearance/marketability, livability, and financial/regulatory performance. Successful incumbents shall establish the ability to maintain each tenant's right to peaceful enjoyment of the premises by providing exceptional customer service; while indiscriminately enforcing the rules and regulations of the programmatic funding attached to the properties managed.

SUPERVISION:

Received - This position reports directly to the Housing Programs Manager, and indirectly to the Executive Director.

Exercised - This position is responsible for the direct supervision of all of maintenance and support personnel assigned to the properties they manage. An incumbent may be asked to assist in the job orientation, and training, of new personnel in Property Management.

ESSENTIAL DUTIES:

Duties required to be effectively performed by staff in this position include, but are not limited to:

- Provide supervision, and direction, to all reporting personnel in the direct oversight of the work needing to be performed to ensure consistency in each property's financial, regulatory, occupancy, and physical condition standards established by the Housing Programs Manager.
- Hire, train, discipline, and/or terminate employees.
- Serve as the WVHA's representative to prospective clients, current tenants, service providers, the general public, public officials, contractors, HUD regulators, and etcetera; while maintaining utmost professionalism in all communications and/or interactions.
- Ensure property staff are maintaining positive relations with appropriate and timely communication with supervisors, co-workers, tenants, contractors, vendors, and community partners.
- Oversee, and/or perform, the duties of receiving, and interviewing, potential clients for the determination of their eligibility for admission in residency of the properties managed (In strict conformance with the rules and regulations of the funding source(s) involved in the respective properties).

- Verify information supplied by prospective clients and/or current residents and review all incoming material necessary to assess their on-going eligibility for the designated property, Reasonable Accommodation, transfers, and any, other considerations.
- Prepare, and/or oversee the preparation of, all housing related documents in order to maintain all client files and records in accordance to the WVHA's policies and procedures and the rules and regulations of the property's funding source(s).
- Oversee, and/or perform, the process of calculating, and determining, current, and prospective, tenants' rent portion in accordance with the WVHA's guidelines set forth for strict compliance with the rules and regulations of the subject property's funding source(s).
- Maintain positive relations with tenants in helping to resolve problems pertaining to their housing and/or program participation. (i.e., disagreements between themselves and other residents and/or guests, disagreements with WVHA staff and/or policies, etc.)
- Serve as WVHA's representative in all activities pertaining to each tenant's lease and /or occupancy. (i.e., new lease ups, lease enforcement activity, repair requests, rent/fee collection, move-outs, transfers, eviction proceedings, informal hearings, reasonable accommodation, etc.)
- Generate and review reports for the ongoing oversight of the property's performance (i.e., waitlist(s), delinquent rents, other charges, collections, turnover time, vacancy loss, and etc.)
- Perform periodic inspection of all housing units to ensure compliance with regulatory standards, and the establishment of consistency in expectations of dwelling unit/property conditions.
- Receive calls after hours and on weekends for lock-outs and other, occupancy related issues.
- Provide assistance to any Tenant Association Groups in their activity planning and execution.
- Perform other duties and tasks as assigned.

All of the Essential Duties are to be performed in a timely and effective manner.

JOB REQUIREMENTS:

- A minimum of a high school diploma or equivalent (AA, BA, or BS degree preferred, but not required).
- Possession of a valid Oregon driver's license and evidence of a good driving record.
- Ability to pass a background check to the satisfaction of the WVHA.
- A minimum of three years of previous property management experience including a basic understanding of landlord/tenant laws, leases, eviction procedures, and etcetera for the successful resolution of issues.
- Training/certification in the site management of Public Housing, LIHTC, HOME, AHTF, HUD, and/or USDA funded units/properties, including the ability to comply with all eligibility, certification, tenancy, and compliance reporting requirements for the individual funding source(s).
- Experience in building construction and/or property management to assist in inspections and the proper assessment of items in need of correction.
- Experience working with the public and using a variety of office equipment, accessories, and phones.
- Intermediate computer experience with Windows, Word and/or Excel.
- Proficient spoken and written communication skills; exhibiting a high degree of competency in interpersonal relationship building for positive interactions with co-workers, peers, supervisors, service providers, residents, and the general public.
- Ability to lift up to 20 pounds and manipulate up to 100 pounds, predominantly paper products, small office equipment, mail, files, etc.

WORKING CONDITIONS:

Work is performed indoor in an office environment and outside in all weather conditions. Time spent performing functions (typing, calculating, etc.) on a computer will vary from day to day and involve repetition of tasks. Work in this position will generally include, but is not limited to, pushing, pulling, lifting, bending, reaching, crouching, and twisting. This position establishes a standard work week, but the incumbent will be required to work some overtime hours for emergencies and as the need arises. Occasional, overnight travel for training may be required.