**Job Description**

**Title:** Assistant Property Manager

**Reports To:** Property Manager

**Department/Division:** Housing Management

**FLSA Classification:** Non-Exempt

**Employment Status:** Full-Time

**Date:** May 15, 2023

**Position Summary**

Responsible of assisting in managerial and administrative work involving the management and operation of Agency properties. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoringsystems such as Management Occupancy Reviews (MORs) and other future HUD required evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

**Responsibilities**

Undertakes and performs the following and all other work-related duties as assigned.

1. Meets with prospective residents, identifies their housing needs, and interviews them to determine eligibility based on established criteria.
2. Checks all aplicants through Enterprise Income Verification System (EIV).
3. Assists Property Manager in showing vacant units to prospective residents, assists in processing applications, quotes price, describes features, discusses terms of lease, and communicates property and community amenities and available neighborhood services.
4. Maintains quality control on resident records and files to ensure consistency and compliance with regulations and program requirements.
5. Processes move-outs in accordance with Agency policies and procedures, including conducting move-out inspections and exit interviews, prorating of rent, calculating applicable charges, recommending retention or return of security deposit if applicable, and tracking and closing resident files.
6. Coordinates the proper disposition of all paperwork relating to renting or vacating housing units in accordance with established procedures.
7. Coordinates preventative maintenance program by identifying repairs and upgrades needed, assessing damages, reporting maintenance repairs and upgrades needed to maintenance personnel, and assist PM with performing daily walk-by inspections of building and grounds to identify and resolve unsafe or unsatisfactory conditions requiring maintenance.
8. Conducts annual and follow-up housekeeping inspections. Performs move-in inspections.
9. Assists in developing and implementing plans for advertising to increase the number of applicants on the waiting list and to attract a greater number of eligible and desirable tenants. Assists in writing advertisements if needed, obtaining prices, and placing advertisements in the appropriate publications for best exposure for the community.
10. Responsible for Waitlist openings and closing procedures; including processing all applications received.
11. Manages front lobby during open office hours from 10am – 2pm Mondays- Thursdays; answering and routing incoming calls, tracking walk-ins, posting tenant rents and inputting work orders requests
12. Serves as first point of contact for all residents, assesses residents’ concerns, investigates resident complaints, schedules conferences to discuss and initiate solutions, informs residents of policy changes, and may assist in development of resident activities, making suggestions for improved participation in resident activities and implementation of resident incentive programs.
13. Provides residents available information for local social services agencies when requested Works closely with internal departments in coordination of efforts to ensure that residents receive available services.
14. Monitors resident compliance with lease provisions, reports instances of resident fraud and abuse to deter and/or prevent same, investigates and documents violations, advises Property Manager as appropriate, and communicates required remedies to residents.
15. Processes all tenant re-certifications and interims.
16. Acts as Property Manager in his/her absence.
17. Generates required reports in an accurate and timely manner, providing support documentation as appropriate.
18. Attends the monthly Board meeting if the Property Manager is unavailable.
19. Reviews and keeps updated on all applicable rules and regulations concerning assisted housing programs, as well as applicable local, state, and federal laws, regulations, codes, and Agency rules, regulations, and administrative plan.
20. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

**Education and Experience**

Bacher’s degree in Social Work, Public Administration, or closely related field from an accredited college or university required. Five (5) years of Property Management experience, or an equivalent combination of education, training, and experience.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

⬩ Public/Multi-Family Housing Manager ⬩ Occupancy Specialist

⬩ INSPIRE Certification ⬩ Enterprise Income Verification System (EIV)

⬩ Rent Calculation ⬩ Uniform Physical Condition Standards (UPCS)

⬩ Fair Housing

**Knowledge and Skills**

1. Thorough knowledge of Agency operating policies and procedures; principles, practices and techniques, HUD regulations pertaining to low-rent housing; and services available through local social service agencies.
2. Good knowledge of leasing agreement procedures, recertification process, public housing standards, and housing quality standards inspections.
3. Thorough knowledge and experience in a housing assistance program or social services field.
4. General knowledge of Landlord Law, procurement regulations, and OSHA requirements.
5. Ability to accurately and completely document in writing appropriate events and activities.
6. Ability to read and comprehend relatively complex material.
7. Ability to establish and maintain effective working relationships with co-workers, and persons outside the Agency.
8. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Agency policies and procedures.
9. Ability to interview and counsel residents and deal effectively with situations that require tact and diplomacy, yet firmness.
10. Capable of managing competing demands and meeting productivity standards while handling frequent change, delays, and unexpected events.
11. Ability to prepare clear and concise narrative and statistical reports.
12. Ability to operate appropriate Agency computer equipment and software packages.
13. Ability to communicate clearly, concisely, orally and in writing.

**Supervisory Controls**

The Assistant Property Manager receives instructions from and is accountable to the Property Manager. The employee receives specific instructions regarding areas with which the employee is not familiar, priorities, deadlines, when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. In familiar, regularly occurring duties, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee's work is reviewed regularly and closely for accuracy, timeliness, and conformity to organizational policies, federal, state, and local regulations and attainment of objectives. The employee has no supervisory responsibilities.

**Guidelines**

The employee performs routine duties by following established policies and procedures, applicable reference materials, published laws, regulations, handbooks, and training materials. These guidelines cover most job-related situations. The employee may require guidance from the supervisor in situations not covered by existing guidelines but has reasonable latitude in the performance of customary duties.

**Complexity**

The employee performs routine duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The course of actions is determined by the circumstances, assessment of critical issues, supervisor input, and by established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and management of staff using personal judgement based on prior experience.

**Scope and Effect**

Assistant Property Managers are key employees in the management and operation of Affordable, Commercial, and Public housing and their work affects residents, Agency profitability, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Agency’s image in the community and its ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

**Personal Contacts**

The employee's personal contacts are mostly with residents, coworkers, local officials (police, judges), outside service agencies, utility companies, contractors, and advertising contacts. The purposes of these contacts are to obtain or provide information, plan and coordinate, and to advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Regularly, contact requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals.

**Physical Requirements**

1. Work is performed indoors and outdoors and involves physical exertion which entails walking long distances, climbing stairs, carrying, and reaching. May also frequently stand for long periods at a time. Requires the ability to effectively deal with on-call after-hours emergencies.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g. moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to work around various fumes, odors, and dusts.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
8. Must maintain a professional appearance and portray a positive image for the Agency.
9. Must maintain punctuality and attendance as scheduled.
10. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

**Work Environment**

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during visits to housing developments, sites, dwellings, or facilities.

**Other Requirements**

1. Must possess a State of Georgia driver’s license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. May be required to work an unusual work schedule.
4. Must pass employment drug screening and criminal background check.
5. Must work with the highest degree of confidentiality.

The Lawrenceville Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Lawrenceville Housing Authority is on an “at-will” basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE DATE**

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**MANAGER SIGNATURE DATE**