

POSITION DESCRIPTION

PROPERTY MANAGER

Reports To: Division Director

POSITION SUMMARY

This is a very responsible position that involves the overall management of WPBHA properties. This individual must develop strategies to assure that the assigned development remains fully occupied, safe, and in good repair with high levels of resident satisfaction and a high rent collection rate.

ESSENTIAL FUNCTIONS

Duties and responsibilities include but are not limited to the following:

General Administration

- Monitor site budget and ensure spending is within guidelines.
- Post charges associated with work orders by entering them in the computer and generating notices for residents.
- Follow-up delinquent accounts and pursue collections in accordance with established procedures.
- Send/Post all notices to tenants regarding compliance to rules and regulations when a violation occurs.
- Hire, train, supervise and (sometimes) terminate site staff.
- Maintains time and attendance records,
- Interpret and apply personnel policies and other relevant policies and procedures.
- Prepare and review performance appraisals and discuss with subordinates as appropriate. Recommend disciplinary action as needed

General Repair and Maintenance Including Grounds Maintenance

- Supervise all maintenance activities and personnel. Respond to emergencies monitor emergency calls after hours to assist on-call mechanics as needed.
- Oversee maintenance of the grounds, trash container areas, and common areas, not allowing any trash or debris to accumulate.
- Oversee all work associated with the upkeep and maintenance of the grounds.
- Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within three days after move out.
- Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, Monitors emergency and urgent work orders generates reports to track work orders

- Conduct property inspections, including move-in, housekeeping, and grounds, to ensure adherence to established standards.
- Performs monthly pest control inspections
- Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
- Be available at all times, either personally or through other site personnel, for emergency calls.
- Ensure that community-owned materials and tools in a neat and orderly manner at all times.
- Ensure a neat and organized workshop area free of clutter and debris
- Review lighting reports from the Risk Control department and create work orders if necessary.
- Conduct annual UPCS (Uniform Physical Conditions Standards) inspections of units and inspects apartments as necessary to determine their physical condition.
- Plan and develop renovations and long-range preventive maintenance programs in consultation with the Director of Asset Management. Supervise and coordinate Planned Preventive Maintenance System

Tenant Relations

- Address Residents’ concerns in a professional manner.
- Provides information to tenants regarding the status of work orders, receives complaints from tenants, resolves issues or refers complaints
- Counsel residents who are not complying with the terms of the lease.
- Refer residents with special problems, such as economic, social, legal, health, to the appropriate agency to provide assistance.
- Resolve conflict and complaints among residents, if possible, to avoid grievances.
- Recommend eviction if resident behavior warrants and prepare related documentation to support recommendation.
- Participate in hearings and appeals as needed.

Measurable Performance Standards

- Vacancies must be turned over, including maintenance, make-ready, and lease-up, within ten (10) days.
- Tenant rents must be collected at least 98% each month.
- Emergency work orders must be completed within 24 hours.
- Routine work orders must be completed within five (5) days.
- Inventory must be kept at an adequate level.

The above performance standards will be measured periodically but no less than monthly. Failure to meet the required standards will result in disciplinary action, up to and including termination of employment.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of the principles, policies and procedures of property management.

Knowledge of Department of Housing and Urban Development (“HUD”) rules and regulations that apply to property management.

Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes.

Knowledge of the principles of management and supervision.

Basic knowledge of building maintenance, fire prevention and liability reduction principles.

Knowledge and ability to draft correspondence without grammatical or spelling errors.

Ability to organize office work load.

Knowledge of mathematical calculations and the ability to **consistently calculate rents and all other tenant charges accurately.**

Knowledge of the operation of the Authority’s computer system and software

Ability to carry out and enforce oral and written instructions, policies, rules, and regulations.

Ability to establish rapport with the tenants and the public in a positive manner.

Ability to determine maintenance and repair needs and communicate same to the Maintenance Department.

Ability to effectively manage the properties and perform related administrative and management duties.

Must be culturally sensitive and be able to work with and relate to the needs of multi-racial and multi-cultural low-income residents.

Must possess a valid Florida driver’s license at all times.

EDUCATION AND EXPERIENCE

An Associate's or Bachelors's degree in a related field, and at least four years of property management experience, or a combination of education and relevant experience is required.