

METRO WEST HOUSING SOLUTIONS
JOB DESCRIPTION

<u>Property Manager</u> Job Title / Job Code	<u>Property Supervisor</u> Title of Immediate Supervisor
<u>MWHS - 9</u> Level	

JOB SUMMARY

With support from the Property Supervisor is responsible for the day-to-day on-site operation of the assigned apartment building(s) according to the management plan and all regulatory and investor requirements. Responsible for quality service to the residents, supervision of specific on-site staff and efficient operation of the building physically, economically and socially.

MAJOR TASKS, DUTIES AND RESPONSIBILITIES (This job description does not list every function of the position.)

ESSENTIAL FUNCTIONS

- Oversees and directs the day-to-day operation of assigned property.
- Develops and implements marketing and advertising plans for the property to meet the leasing objectives of the property.
- Manages the leasing process from initial application to move-in, including orientation of residents to the property.
- Maintains compliance documentation in accordance with applicable funding requirements. Obtains compliance approval for all new move-ins and recertifications.
- Manages the financial activities of the property including rent collection, expenditures and budgeting. Makes bank deposits and forwards receipts to central office. Codes invoices and submits to central office for entry into A/P system.
- Supports the preparation of annual property operating budget in conjunction with Property Supervisor. Works with Property Supervisor concerning income and expenses to assure accurate reporting and financial stability of property.
- Responds to and works to resolve tenant concerns and complaints regarding eligibility, rent, maintenance or repair, and any other issues in order to maintain tenant relations and high standards of service.
- Hires, orients, and supervises staff assigned to the property. Ensures staff provides necessary customer service for superior customer satisfaction.
- Supervises maintenance staff and oversees work of vendors to ensure efficient operations and quality workmanship.
- Oversees the timely preparation of apartments for rental, delegating tasks to and supervising the work of other property staff.
- Conducts physical inspections of property to ensure completeness and quality of work performed.

- Maintains property maintenance logs and inventory of supplies and equipment or delegates the task to other staff.
- In conjunction with Property Supervisor, initiates and oversees capital improvement projects to ensure the long-term viability of the development.
- Prepares necessary reports as required by the Property Supervisor to assist in the efficient management of the development.
- Ensures Leases, Community Policies, and Addendums are up-to-date and legally appropriate.
- Prepares and delivers notices to residents as needed.
- Follows and enforces all fair housing and local landlord and tenant laws and regulations.
- Attends training for continued professional growth.
- Actively encourages community development among residents through social gatherings and Resident Council.
- Provides resource referrals for residents or works with Resident Services Coordinator. Maintains resource list.
- Participates in affordable housing advocacy.
- Ensure implementation of LEED green building operations and maintenance policies. Regularly share utility data with Sustainability and Grants Program Manager. Assist with sustainability-oriented activities and education.
- Works with residents and LHA staff to host local events in the community space.
- Regular and predictable attendance is required.

ORGANIZATIONAL RELATIONSHIPS

Supervision Received:

Works under the supervision of the Property Supervisor

Supervision Given:

Supervises staff at property (may include Assistant Manager, Maintenance staff, and Groundskeeper)

ESSENTIAL QUALIFICATIONS (Knowledge, Skills and Abilities)

Education:

High school diploma or equivalent required. College coursework or training in property or real estate management with a Bachelor's degree preferred.

Experience:

One year experience in Housing, Property Management or closely related field.

Computer experience (MS Word and Excel, property management software).

Strongly prefer supervisory experience.

Prefer prior experience working with individuals in critical situations.

Experience with Tax Credit properties.

May require bilingual language skills.

Licensure/Certification/Registration:

ARM as certified by IREM or CAM as certified by AAMD (or similar) or ability to obtain within

one year after appointment.

Valid Colorado Driver's License and good driving record are required. May be required to transport oneself to offsite locations.

Other Knowledge, Skills and Abilities:

- Ability to comprehend complex regulatory requirements, particularly Low Income Housing Tax Credits (IRS Section 42)
- Solid knowledge of Fair Housing laws
- Strong leasing and marketing skills
- Ability to effectively manage and solve problems
- Ability to take direction from a supervisor
- Ability to meet deadlines
- Excellent written and verbal communication skills and strong conflict resolution skills
- Ability to work in a collaborative manner
- Ability to relate professionally with vendors, residents and co-workers
- Ability to work effectively with people from diverse economic, cultural and/or ethnic backgrounds
- Ability to monitor financial statements and budgets, maintain resident accounts receivable ledgers and understand property management accounting issues
- Ability to establish and maintain effective working relationships with representatives from other agencies such as CHFA and housing authorities
- Ability to be flexible to change work plans
- Bi-lingual (Spanish-speaking) ability is a desirable qualification and may be required for some properties.
- Criminal background check and credit check are required.

PHYSICAL AND MENTAL REQUIREMENTS

PHYSICAL REQUIREMENTS

Lifting and Carrying:

Must be able to move files, supplies, equipment, etc. weighing up to 25 lbs using assistance as needed.

Pushing and Pulling:

Occasionally required to push/pull objects up to 50 lbs using assistance as needed.

Body Positions:

Sitting for extended periods of time at the work station or driving a car, standing, moving about, climbing stairs, lifting, bending and reaching.

Hearing:

Must hear telephone conversations and audible signals from equipment, such as the computer. Must be able to respond to inquiries by telephone.

Vision:

Frequently required to read documents, written and financial reports and plans.

MENTAL REQUIREMENTS:

Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time.

Mathematics:

Must have basic addition, subtraction and multiplication skills for working with rent figures, income calculations, etc.

Remembering:

Must remember meetings, deadlines and multiple details.

Must be able to remember special requests, numerous projects, regulations, policies and procedures.

Must be able to remember multiple tasks/assignments given to self and others over a period of several days.

Language Ability:

Must have excellent reading comprehension and ability to interpret Federal regulations, policies and procedures.

Must be able to communicate with co-workers and tenants. Ability to speak to groups.

Ability to communicate effectively through speech and written word with a wide variety of people in varying life situations.

Reasoning:

Must be able to make independent decisions.

Must make clear and timely decisions, using sound judgment.

WORK ENVIRONMENT

Work is performed in an office environment as well as outside of the office to perform inspections, quality control and attend professional meetings. Outside the office work may be performed in adverse weather conditions.

Work involves numerous deadlines as well as frequent interruptions.

Must be able to perform multiple tasks effectively on a routine basis.

Frequent contact with co-workers, tenants and the public.

EQUIPMENT USED

Computer

Telephone

MS Word, Excel and property management software

Copier

10-key adding machine

Automobile (standard)

Metro West Housing Solutions is an equal opportunity employer.