



## JOB DESCRIPTION

**Job Title:** Property Manager  
**Classification:** Exempt  
**Employee Appointment:** Full-Time  
**Reports To:** Affordable Portfolio Manager  
**Supervision Exercised:** Supervises maintenance staff and assistant manager

**Job Purpose:** Responsible for all property management functions for New Horizons, Pioneer Manor and Sunrise properties. This includes general administrative, budgetary, physical and program compliance functions. Responsible for asset management and compliance oversight for a portfolio of Low Income Housing Tax Credit and Public Housing properties. Serves the mission of Fargo Housing & Redevelopment Authority (FHRA) while adhering to its Core Values.

### **ESSENTIAL FUNCTIONS**

- A. Show a demonstrated interest in FHRA's mission: Empowering People to Achieve Independence Through Housing
- B. Adhere to FHRA's Core Values
  1. Service: helping people to the best of our abilities
  2. Integrity: staying true to our word through action
  3. Teamwork: working together to achieve goals
  4. Quality: exceeding the average, striving for excellence
  5. Commitment: dedication to the FHRA Mission
- C. Manage and administer tenant lease up and compliance of HUD/IRS regulations
  1. Contact eligible prospective clients for vacant units using the mail and phone as needed.
  2. Show vacant units to prospective clients as needed.
  3. Approve eligibility and suitability of prospective clients through third party verifications.
  4. Complete tenant orientation and prepare lease agreement using prescribed FHRA documents.
  5. Collect monthly rent, security deposits, and other receipts.
  6. Generate and maintain delinquency report of tenant accounting.
  7. Enforce lease agreement, prepare and institute evictions notices as needed.
  8. Re-examine tenant eligibility annually using third party verifications.
  9. Maintain client files according to FHRA and IRS standards.
  10. Assist in completion of FHRA and IRS forms and reports as required.
  11. Assist in researching, developing, maintaining and revision department for, procedures and control systems.
- D. Manage compliance requirements for properties
  1. Prepare and ensure timely submission of quarterly, annual, and special requested reports for multiple funding sources, programs or investors such as LIHTC, NSP, HOME, HIF, CDBG, NDHFA, or investor.

2. Update rents on an annual basis.
  3. Communicate with property owner (BSI) regarding necessary expenditures, obtain approval and provide follow-up regarding asset management for properties.
  4. Monitor set asides, income limits, max rents, and utility allowances periodically; control unit swapping or floating to ensure property is in-compliance.
  5. Review files and reports for accuracy prior to submission.
  6. Consistently obtain knowledge required to perform duties, including certification and Yardi software training.
- E. Assist in resident issues and respond accordingly.
1. Interact and work with social service agencies to assist residents as needed.
  2. Encourage and assist in establishing and utilizing resident committees on an ongoing basis.
  3. Be able to respond to facility emergencies 24 hours per day.
  4. Receive and act on resident complaints as needed.
  5. Generate work orders for residents using computer when received.
- F. Manager physical aspect of the New Horizons, Pioneer Manor and Sunrise properties.
1. Supervise work load of maintenance daily.
  2. Complete inspections of buildings, grounds, and communal areas in properties and schedule repairs and work orders weekly.
  3. Inspect apartments for cleanliness, repairs and damages annually and upon move out.
  4. Assess repair/damage charges and/or calculate refunds of security deposit.
  5. Recommend purchases of supplies and equipment for properties.
  6. Collaborate with accounting team to draft proprietary budgets.
  7. Approve, code and submit invoices to accounting department for properties.
- G. Ability to maintain confidentiality in all assignments.

### **Minimum Qualifications**

1. Bachelor's degree in social work, business, facilities management or related field; or a combination of education and experience required to perform job duties as described.
2. At least five years of management or supervisory experience in a housing-related field.
3. Possess a valid driver's license and proof of automobile insurance.
4. Must pass a criminal background investigation and driving record review.
5. Ability to understand and administer US Department of Housing & Urban Development (HUD) and IRS regulations, lease agreements and rental management relating to public housing.
6. Ability to organize and administer different FHRA endeavors.
7. Ability to interact with culturally diverse persons of low-income.
8. Ability to establish and maintain positive working relationship with co-workers, other agencies and the public.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.*

### **Work Environment**

This position works within an office environment but occasionally requires working in a public housing environment and construction environments in all weather conditions (hot, cold, humid, dry and wet).

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms. The employee is required to perform sedentary work, exerting or lifting to 20 pounds occasionally.

## **Position Type/Expected Hours of Work**

This is a full-time position. Regular hours of work and days are Monday through Friday, 8:00 AM to 4:30 PM. However, this position can regularly require evening and occasional weekend work.

## **Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel is required for training and conference purposes, resulting in a couple of times per year.

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA management to fit the Mission of the FHRA.

## **Competencies and Characteristics of a Successful Office Holder:**

**Ethical Conduct:** Adheres with the rules and standards set by the Mission and Core Values of the FHRA and federal, state and local laws for housing authorities.

**Client Focused:** Committed to the understanding of client needs and successfully applying them to FHRA programs and project development

**Results Driven:** Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

**Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team members; empowers others; invites input from each person and shares ownership and vision; makes everyone feel his/her work is important; is someone people like working with and for.

**Community Development:** Develops strong external loyalty to the mission and values of the organization.