



## **JOB DESCRIPTION**

**Job Title:** Property Manager  
**Classification:** Exempt  
**Employee Appointment:** Full Time  
**Reports To:** Affordable Portfolio Manager  
**Supervision Exercised:** Supervises Maintenance Staff

**Job Purpose:** Responsible for all property management functions for several properties to include general administrative, budgetary, physical and program compliance functions.

### **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 mission
- C. Manage and administer tenant lease up and compliance according to HUD and 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 using the computer software as needed.
  7. Enforce lease agreement, prepare and institute eviction notices as needed.
  8. Perform annual and interim re-certifications to examine tenant eligibility, using third-party verifications.
  9. Maintain client files according to HRA and IRS standards.
  10. Assist in the completion of HRA and IRS forms and reports as required.
  11. Assist in researching, developing, maintaining and revising department forms, procedures and control systems.
  12. Use coordinated entry system for selected eligible tenants.
  13. Supervise tenant leasing and compliance regulations for SRO, Cooper and Graver properties; these property locations are subject to change.
- D. 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. Respond to emergencies 24 hours a day.
4. Receive and act on resident complaints as needed.

E. Manage physical aspects of the properties.

1. Supervise work load of maintenance daily.
2. Complete weekly inspections of building, grounds and communal areas and schedule repairs and work orders.
3. Inspect apartments for cleanliness, repairs and damages at least once annually and upon move out.
4. Assess repair/damage charges and/or calculate refunds of security deposit.
5. Recommend purchase of supplies/equipment for included properties.
6. Collaborate with Asset/Finance Manager to draft property budgets.
7. Code and submit approval for payment on expenditures to Accounting Department for properties.

**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. Three years of Management/Supervisory Experience in housing related field.
3. Valid driver's license and proof of automobile insurance coverage.
4. Must pass criminal background investigation and driving record review.
5. Ability to understand and administer HUD and IRS regulations, lease agreements, and rental management relating to affordable housing and HUD Continuum of Care programs.
6. Ability to organize and administer different FHRA endeavors.
7. Ability to effectively communicate with culturally diverse clients.
8. Ability to make decisive decisions in line with FHRA's Mission and Core Values.

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

**Work Environment**

This position is mostly working within an office environment which will occasionally require working in a public housing environment and construction environments in all weather conditions (hot, cold, humid, dry and wet).

**Physical Demands**

The position 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 is required to perform sedentary work, exerting or lifting to 20 pounds occasionally. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms.

**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 require occasional evening and weekend work.

**Travel**

Travel is primarily local during the business day, although occasional out-of-the-area and overnight travel is required a few 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.

**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 visibility; makes everyone feel his/her work is important; is someone people like working with and for.

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

**Financial Management:** Ability to plan, produce and manage property budgets.