PEP HOUSING

**Job Description**

# **JOB TITLE**: Property Manager – Full-Time

**REPORTS TO**: Director of Property Management

**WORK AREA**:

**HOURS OF WORK:** Full-time, 40 hours per week and on-call (non-exempt). Some overtime may be required, including evenings and weekends as directed.

**POSITION OVERVIEW**

The Resident Manager is responsible for oversight of the daily operations of the apartment complex. The responsibilities include, but are not limited to, signing rental agreements, completing annual regulatory recertifications, collecting rents, completing maintenance work orders, maintaining positive resident relations, performing various administrative tasks, up-keep of common areas, and adhering to all applicable governmental rules and regulations.

Must have a valid California Driver’s License, automobile insurance, and personal vehicle.

**DUTIES AND RESPONSIBILITES**

1. **Rental Activities**
   1. Follow the application process as established by PEP Housing in order to meet funding and legal requirements.
   2. Review tenant applications, perform all necessary verifications, and show available units.
   3. Complete new resident move-ins and move-outs in property management software.
   4. Inspect vacant units, assessing any damage and cost of repairs, arrange turnover repairs, and ensure that vacant units are cleaned and in move-in condition.
   5. Collect, post, and deposit security deposits and rents, complete lease form, outline conditions and terms of occupancy for new tenants.
   6. Promptly and efficiently follow move-in and move-out checklist items, procedures and policies.
   7. Instruct tenants in emergency procedures, appliance use, and property rules.
   8. Serve tenant warning rent notices and maintain a daily manager’s log.
   9. Work with Finance Department to keep accurate and complete rent roll including listings by unit of gross rent potential, rent paid, late charges, non-payment, etc.
   10. Collects all rents and other monies, and ensures all transactions are processed and input accurately and completely in the Boston Post computer accounting system.
2. **Recertifications**
   1. Work with Compliance staff on the annual recertification of residents.
   2. Ensure that recertification requirements are performed on a timely basis in order to meet the property/financing requirements. Interview residents and prepare forms for collection.
   3. Inform residents of the need to comply with recertification requirements and, when, necessary, implement warning notices.
   4. Completes timely and accurate income recertification of all residents within established regulatory guidelines.
   5. Processes and maintains all resident documents and forms including leases, income certifications, and recertification.
   6. Provides reports to property supervisor upon request.
3. **Resident Relations**
   * 1. At initial occupancy, welcome new residents, explain rental payment procedures, property rules, fire and safety procedures, and outline other concerns and issues specific to property and/or the resident.
   1. Available to residents during normal business hours for discussion of problems, concerns, complaints, and other issues.
   2. Receive service requests from residents during regular office hours. Ensure requests are taken care of on an on-call basis, to extent possible. Inform resident of any delay.
4. **Unit and Property Rehab**
   1. Develop on-going system for ensuring all components of apartments are in good repair and comply with PEP Housing standards.
   2. Schedule annual upgrades to apartments for new carpeting, fixtures, window treatments, and appliances as needed (for occupancy over 10 years or with significant wear and tear).
   3. Ensure handicap accessibility for all apartments, per ADA requirements.
   4. Upon notification of vacancy, schedule any and all remodels with Maintenance Department.
   5. Conduct regular weekly inspections of common and storage areas, building exterior and grounds, record deficiencies, and take appropriate action to improve the general appearance of the property.
   6. As needed, perform maintenance and janitorial tasks.
5. **General Administration**
   1. Maintain office filing system according to PEP Housing guidelines and procedures.
   2. Handle petty cash expenditures, maintain thorough records and submit invoices.
   3. Attend and participate in Resident Managers meetings and other staff meetings.
   4. Ensures the successful day-to-day management of the property and maintains all financial records and files in good order.

**SKILLS AND EXPERIENCE**

1. A minimum of two years’ experience managing an apartment complex, preferably including low-income or affordable housing.
2. Able to complete complex household income calculations.
3. Promotes harmonious relations among staff, residents, vendors, and persons of the larger community.
4. Maintains congenial relationships with all residents, understands and is sensitive to cultural background, economic status, and those with special needs.
5. Working knowledge of computer software and systems: Microsoft Windows, Microsoft Office Suite (Word, Excel, Outlook). Familiarity with property management software a plus.
6. Ability to read and interpret rental agreements, government regulations, and budgets. Ability to write effective business correspondence. Ability to effectively communicate information and respond to questions from groups and individuals.
7. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
8. Ability to analyze and interpret technical procedures and instructions. Ability to collect data, establishes facts, and draw valid conclusions.
9. Must be detail oriented, well organized, and sensitive to the needs and concerns of tenants and staff. Ability to handle detailed paperwork in a thorough and complete manner.
10. Must be flexible, creative, and have the ability to take initiative in handling emergencies.
11. Compassion and understanding for the elderly and handicapped.

**PHYSICAL CAPACITY**

1. Able to ambulate 1000 feet without difficulty over varied grounds and terrain.
2. Able to lift 25 pounds from a standing position.
3. Able to sit at desk for extensive periods of time.
4. Moderate typing and data entry required.
5. While performing duties of this job, employee is regularly required to walk, sit, stoop, kneel, crouch, reach, bend, and stand.

NO SERVICES MAY BE RENDERED FOR RESIDENTS AT ANY TIME, WHETHER DURING NORMAL WORKING HOURS OR AFTER HOURS. UNDER NO CIRCUMSTANCES SHALL A RESIDENT ENGAGE YOU FOR PERSONAL SERVICES.

**I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.**

Print Staff Member Name Print Supervisor Name

Staff Member Signature Supervisor Signature

Date Date

*PEP Housing is committed to the implementation of an Affirmative Action Policy and the Americans with Disability Policy in its recruitment selection and placement of all personnel and is an Equal Opportunity Employer.*