



Building community from the heart

Company Name: PEP Housing
Job Title: Residential Property Manager
Position Type: Full Time or Part Time, Non-Exempt
Location: Assigned PEP Housing Property(ies)
Website: www.pephousing.org

About the Company

PEP Housing has been building community from the heart since 1978. We build and manage affordable housing for seniors living on fixed, limited incomes. Our residents live independently in a beautiful, safe place while aging with the grace and dignity deserved by all. With 20 properties, over 500 residents and projects under construction, we keep busy!

Our employees are as important as our residents, and our goal is to ensure both have a positive and rewarding experience during their time with PEP Housing. We value our employees, and we take pride in recognizing their outstanding talents and efforts. We are committed to the delivery of superior quality of services based on a foundation of honesty, integrity, and ethical treatment.

PEP's benefits include health and welfare plans (medical, dental, vision, LTD, etc.); retirement plan; work-life benefits (paid vacation and 13 holidays); career development opportunities through mentorships and continuing education programs and a great working environment with professional growth prospects.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, genetic information, or any other protected category. PEP Housing participates in E-Verify for U.S. citizenship confirmation. Potential employees must submit to all pre-employment processes, to include DMV, reference and background checks.

Position Summary

The Residential Property Manager is responsible for oversight of the daily operations of the apartment complex.

Principle Duties and Responsibilities:

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

- Follow the application process as established by PEP Housing to meet funding and legal requirements.
- Review resident applications, perform all necessary verifications, and show available units.
- Complete new resident move-ins and move-outs in property management software, Boston Post; collect, post, and deposit security deposits and rents, complete lease form, outline conditions and terms of occupancy for new residents.
- Promptly and efficiently follow move-in and move-out checklist items, procedures and policies.
- Instruct residents in emergency procedures, appliance use, and property rules.
- Serve resident warning rent notices and maintain a daily manager's log.
- 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.
- Collect all rents and other monies, and ensure all transactions are processed and input accurately and completely in the Boston Post computer accounting system.
- Work with Compliance staff on the annual recertification of residents.
- 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.



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- Inform residents of the need to comply with recertification requirements and, when, necessary, implement warning notices.
- Complete timely and accurate income recertification of all residents within established regulatory guidelines.
- Process and maintain all resident documents and forms including leases, income certifications, and recertification.
- Provide reports to property supervisor upon request.
- Develop on-going system for ensuring all components of apartments are in good repair and comply with PEP Housing standards.
- 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).
- Ensure handicap accessibility for all apartments, per ADA requirements.
- Upon notification of vacancy, schedule any and all remodels with Maintenance Department.
- 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.
- 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.
- As needed, perform maintenance and janitorial tasks.
- Maintain office filing system according to PEP Housing guidelines and procedures.
- Handle petty cash expenditures, maintain thorough records and submit invoices.
- Attend and participate in Resident Managers meetings and other staff meetings.
- Ensure the successful day-to-day management of the property and maintain all financial records and files in good order.
- In case of emergency, alert management and residents and assist residents in an orderly evacuation of the property.
- In case of emergency, assist residents in relocating to a shelter and/or contacting family members or others to arrange a place to stay.
- In case of emergency, once residents evacuate, secure the property if safe to do so. Once the emergency subsides, assist residents in a safe and orderly return to the property.

Education, Skills and Experience:

- A minimum of two years' experience managing an apartment complex required.
- Experience in managing affordable housing developments, including but not limited to Department of Housing and Urban Development (HUD), Low Income Housing Tax Credits (LIHTC), Tax-Exempt Bonds, Rental Housing Construction Program (RHCP) and Affordable Housing Program (AHP) properties preferred.
- Current COS or attainment within one (1) year of hire required.
- Current tax credit certification or attainment within one (1) year of hire required.
- Knowledge of California housing laws, including Fair Housing and Landlord and Resident laws preferred.
- Able to complete complex household income calculations. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Promote harmonious relations among staff, residents, vendors, and persons of the larger community.
- Maintain congenial relationships with all residents; compassion and understanding for the elderly required.
- Working knowledge of computer software and systems: Microsoft Windows, Microsoft Office Suite (Word, Excel, Outlook). Familiarity with property management software a plus.



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- Ability to read and interpret rental agreements, government regulations, and budgets; write effective business correspondence; effectively communicate information and respond to questions from groups and individuals.
- Ability to analyze and interpret technical procedures and instructions and collect data, establish facts and draw valid conclusions.
- Must be detail oriented, well organized and able to handle detailed paperwork in a thorough and complete manner.
- Must be a multi-tasker, flexible, creative and able to remain calm in handling emergency situations.

Qualified candidates can apply by emailing resumes to Sharonr@pephousing.org.

COVID-19 considerations:

PEP Housing requires its employees to be fully vaccinated.