



Assistant Property Manager

Department: Property Management
Reports to: Property Manager
Status: Non-Exempt

Position Summary: The Assistant Property Manager is responsible for assisting in the day-to-day operation of the property and filling in for the Property Manager as needed.

Primary duties and responsibilities include but are not limited to the following:

- Assists with leasing apartments, move-ins and move-outs.
- Maintains waiting list database, filing system and leasing and occupancy reports.
- Maintains tenant files and assist with tenant concerns and complaints.
- Prepares work orders for completion by maintenance staff.
- Assists the Property Manager with recertification process, ensures that changes in the recertification software program, HUD updates, and billings to HUD are implemented in a timely manner.
- Assists Property Manager with collection of monthly rent & processing deposits.
- Prepares documents for processing by accounting for the sites in an administrative capacity.
- Fill-ins for Property Manager in their absence.
- Additional duties as assigned by management.

Qualifications: Skills, Knowledge and Abilities:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school degree or equivalent is required.. College education is a plus.
- Affordable housing and/or property management experience is a plus.
- Experience or knowledge of affordable housing programs is a plus (e.g. Tax Credit, HUD, Section 8).
- Customer service and administrative experience is a plus.
- Supervisory experience is a plus.

Abilities and Attributes:

- Strong computer skills in MS Office (Excel, Word and Outlook). Knowledge of Yardi software a plus.
- Ability to interact with individuals of diverse economic, social and ethnic backgrounds.
- Patient and compassionate approach to working with seniors, adults with special needs and their families.
- Excellent written and oral communication skills (*a writing sample may be required*).
- English fluency is required to interact with applicants, tenants, vendors, and employees.
- Ability to speak Cantonese, Mandarin or Spanish a plus.
- High attention to detail and strong organizational skills with the ability to perform multiple functions simultaneously in a timely manner.
- Must be able to receive & follow through on verbal information/instructions over the phone, via e-mail and in person as supervisor & management is not on site.

- Must be able to be aware of the sounds made by emergency equipment and take appropriate action.
- Must be able to detect foreign/unpleasant odors while walking through buildings, such as a natural gas leak.
- This position requires initiative and follow-through on all tasks.

Certifications or Licenses:

- Certified Occupancy Specialist (COS) and/or Certified Tax Credit Specialist depending on property and regulatory structure or attainment of within six (6) months of hire. Training is provided.

Supervisory Responsibilities:

- Indirectly supervises site property management staff in the absence of Property Manager. Also interacts and works in conjunction with on-site Service Coordinator on related tenant issues and activities; however, does not directly supervise.

Mathematical Skills:

- Ability to add, subtract, multiply and divide, using whole numbers, fractions, and decimals. Ability to compute rate, ratio, and percent.

Physical Demands:

- Simple grasping and fine manipulation, sitting at a desk, and using a telephone for extended periods of time.
- Approximately 40 percent of the job is done sitting, 30 percent standing and 30 percent walking. Frequently walks, stoops, bends, squats (to retrieve files or pick up debris). Climbs stairs, walks on uneven ground, and reaches at, below, or above shoulder level.
- Frequent face-to-face interactions with residents/staff/visitors and must speak clearly and articulate with extreme accuracy to give directions, talk on the phone, etc.
- Occasionally may lift and push items up to 25 lbs, climb ladders, kneel, twist, or grasp/pull/carry/push equipment such as janitorial carts, vacuums, brooms, or mops. Must occasionally withstand heights up to the number of stories in the building. Assistant Property Manager must be able to independently get to all areas of the property (including roof).

Work Environment:

- This job is mainly conducted in an apartment complex where noise and temperature variations are minimal. Considerable stress may occur.
- Work is performed inside approximately 75 percent of the time. Inspections, tours, deliveries, etc., may be performed, in part, outside.
- May be exposed to loud noises during emergencies.
- Expected to handle irritated, belligerent, or upset residents or visitors with calmness, diplomacy, and good social skills.
- May occasionally be exposed to blood or other bodily fluids/excretions. Safety measures are in place and training will be provided.
- May be exposed to hazardous materials such as paints, cleaners, or other janitorial/maintenance materials.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current

position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

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