

Associate Property Manager

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

Position Summary: The Associate Property Manager is responsible for assisting in the day-to-day operation of the property in which they are primarily assigned, and is responsible for filling in for their direct supervisor or any Property Manager within the SAHA portfolio as assigned. This position also provides support with special projects, which entails work throughout the SAHA portfolio.

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

Home Property Responsibilities:

- 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.
- Conducts recertifications and implements corrections as needed for primary property.
- Assists Property Manager with collection of monthly rent & processing deposits.

Special Assignments & Projects:

- Fill-ins for direct supervisor, Senior Property Manager, while he/she fills in for other Property Managers across the SAHA portfolio. This includes interim supervision of site staff, leasing vacant units, preparing documentation for evictions, and conducting town halls.
- Depending on the size and need, fill-ins for Property Managers during absences and will be responsible for interim supervision of site staff, leasing vacant units, preparing documentation for evictions, and conducting town halls.
- Assists and/or leads projects, as appropriate, throughout portfolio such as past due recertification catch-up, lease-ups, ledger corrections, etc.
- In conjunction with the Senior Property Manager, assists with training of new staff and provides ongoing training assistance as needed.
- 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, Associates Degree a plus.
- Prior experience and understanding of HUD, LIHTC, and the affordable housing industry preferred but not required.
- Prior experience with supervising others is desired or transferrable experience with motivating and supporting others.

Abilities and Attributes:

- Strong computer skills in MS Office (Excel, Word and Outlook). Knowledge of Yardi desired but not required. .
- 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 work independently and exercise strong leadership skills as will fill-in for Property Managers as needed.
- Must be pro-active in identifying and proposing solutions with the ability to exercise sound judgement in all matters.
- 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.
- Must be able to travel to all SAHA locations to carry out duties and responsibilities associated with position.
- This position requires initiative and follow-through on all tasks.

Certifications or Licenses:

- CA Driver License -- driving is required (DMV check will be conducted).
- Certified Occupancy Specialist (COS) and 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.
- Approximately 30% of this position includes traveling throughout the Bay Area, mainly to other SAHA properties. Reliable means of transportation is required as may need to transport files and materials as necessary.

- Work is performed inside approximately 75% 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.

Satellite Affordable Housing Associates is an Equal Opportunity Employer.