



## Property Manager

---

**Department:** Property Management

**Reports to:** Property Supervisor

**Status:** Non-Exempt

**Position Summary:** The Property Manager is responsible for the day-to-day operation of the property(ies) and for the supervision of assigned Property Management staff. This includes working in concert with Resident Services staff in developing a supportive environment for all residents within the property(ies). The Property Manager ensures the property is well-maintained within established operating and fiscal policies, as well as ensuring compliance with all regulatory agencies and investors.

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

- Supervises the work and performance of all property management staff assigned to the property. Staff varies by property size/need and may include a Maintenance Technician, Assistant Property Manager, Custodian, and After Hours Resident Coordinator. Supervision includes providing regular feedback, evaluating and ensuring staff adheres to organization-wide personnel policies & procedures, including safety practices.
- Works closely and in partnership with Resident Services counterpart to regularly communicate about property issues and events, and to problem solve resident issues and concerns.
- Ensures the property is maintained physically to meet criteria set by SAHA and funders. This is achieved by working with the onsite Maintenance Technician and vendors to support and ensure necessary work is performed.
- Prepares written recommendations for physical repairs and/or replacements, improvements and supplies and submits them to Property Supervisor as needed.
- Maintains occupancy based on the organization's standard. This includes anticipating vacancies, adhering to Waiting List procedures and selection policies in compliance with Federal, State, Local, Regulatory, and SAHA requirements.
- Conducts all certification and recertification interviews as necessary per program regulation and organization policy. Ensures that all resident files (physical and digital) are maintained, accurate, and current.
- Ensures rent is collected by the 5<sup>th</sup> of each month for all tenants. Takes appropriate steps to solicit payments as described within the PM Policies and Procedures Manual.
- Reviews rent roll monthly to ensure accurate security deposits, rents, move in dates, etc.
- Prepares and submits weekly and monthly reports for submission to the Property Supervisor.
- Reviews the property's monthly income and expense statement and reports any potential problem areas to Property Supervisor.
- Leads monthly tailgate safety meetings at property(ies) and ensures facilities receives sign-in sheets upon completion.
- Manages resident evictions in compliance with court-orders and directives from legal counsel or Property Supervisor.
- Approves property invoices via PayScan system and corrects any allocation or coding errors as necessary.
- Participates in the property's annual budgeting process by producing the initial draft property budget for review by the Property Supervisor.
- Convenes and chairs Town Hall Meetings in accordance with the organization standards and requirements.

- Provides direct assistance and direction during after-hours emergencies, as needed.
- Performs 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 preferred.
- Minimum one (1) year of supervisory experience is required. Relevant informal supervisory or leadership experience may satisfy this requirement.
- Affordable housing and/or property management experience is strongly preferred.
- Experience or knowledge of affordable housing programs is strongly preferred (e.g. Tax Credit, HUD, Section 8).

**Abilities and Attributes:**

- Critical thinking and problem solving skills required.
- Exercises common sense, good judgment, consistency and self-control in day-to-day contact with residents and in other business-related matters.
- Promotes harmonious relations among residents, staff, vendors, and persons of the larger community.
- Must be able to de-escalate and resolve conflict with residents and staff if needed.
- Ability to work well with individuals from diverse socio-economic and ethnic backgrounds.
- Strong verbal presentation skills with the ability to speak effectively before groups of residents and/or staff.
- Strong written communication skills with the ability to write routine reports and correspondence.
- Strong computer skills in MS Office (Excel, Word and Outlook). Knowledge of Yardi desirable but not required.
- Ability to read and interpret documents such as Emergency Management Systems, including safety rules, operating maintenance instructions, and procedure manuals.
- Knowledge of landlord-tenant law and procedures with ability to comprehend HUD manuals and industry publications.
- Knowledge of building maintenance systems.
- 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.
- Must have reliable means of transportation to travel between properties as necessary to carry out duties and responsibilities associated with position.
- 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. SAHA will provide certification training.

### **Supervisory Responsibilities:**

Maintenance Technician, but may also include Custodian and After Hours Resident Coordinator. Additionally, 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.
- Experience in preparing budgets a plus. Willingness to learn to prepare annual budgets is essential, training is provided.

### **Physical Demands:**

- Frequent and daily use of computer.
- Approximately 40% of the job is done sitting, 30% standing, and 30% walking. Frequent and daily walking, stooping, bending, squatting (to retrieve files or pick up debris). Climbing stairs, walking on uneven ground, and reaching at, below, or above shoulder level.
- Frequent face-to-face interactions with residents, staff, and visitors. Must speak clearly and articulate with extreme accuracy to provide 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. Property Manager must be able to independently get to all areas of the property (including roof).
- Requires the ability to see, smell and hear.

### **Work Environment:**

- This job is mainly conducted in an apartment complex where noise and temperature variations are minimal.
- 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 irritable, 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.***