



Property Manager Position Description

Department: Affordable / Public Housing
FLSA Status: Full-time, Exempt
Reports To: Asset Manager
Benefits: Full

Description:

This is a skilled administrative position for the management of residential real estate. Work involves managing the operations of an assigned community and performing related duties. A Property Manager 2 is responsible for the management of units, ensuring compliance with applicable HUD regulations and Housing Authority policies. Work is performed with considerable independence under the direction of the Asset Manager and exercises direct supervision over assigned staff.

Duties:

ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Performs supervisory, administrative, and management functions involved in property operations.
- Supervises all assigned staff.
- Assists, confers with, and advises new residents on lease requirements and responsibilities.
- Conducts or supervises applicant background checks and recommends acceptance or rejection of applicants.
- Interviews prospective residents, shows available apartment units to applicants, and explains the operation of the dwelling equipment.
- Leases vacant units to approved applicants.
- Conducts eligibility of the initial examination and the re-examination, recertification for the tenants' income and family composition as applicable.
- Manages and maintains a waiting list of prospective residents.
- Maintains and monitors lease and accounting records, accounts receivable/delinquency records and eviction notifications. Collects rents and other monies due from residents; posts collections to resident account cards, prepares and makes bank deposits, prepares financial reports and reviews same to assure accuracy and completeness prior to submission.
- Prepares and monitors daily, weekly, and monthly vacancies and delinquency reports.
- Coordinates follow-up and initiation of work orders and requests for maintenance work.
- Monitors contractors rendering services on the property.
- Inspects all apartments and grounds for maintenance and repair requirements to insure that maintenance personnel and residents are maintaining units and grounds in a decent, safe, and sanitary manner and directs resident and maintenance supervisor in remedying any noted deficiencies.

- Responds to emergencies during working and non-working hours.
- Receives, prepares, reviews, prioritizes, and assigns maintenance and repair requests and work order schedules. Conducts periodic quality assurance inspections to assure the satisfactory completion of work orders.
- Conducts and maintains perpetual and annual inventories of supplies and equipment and reviews requisitions for the purchase of supplies and equipment to assure compliance with Housing Authority purchasing policies and procedures.
- Prepares rent roll controls on all move-ins, move-outs, rent changes, etc.
- Counsels tenants delinquent in rent payments and takes appropriate action.
- Investigates written and/or verbal tenant complaints and resolves them when possible; refers others to Director of Asset Management.
- Prepares monthly, quarterly, and annual HUD reports as applicable and assigned.
- Refers tenants having social problems to appropriate organizations.
- Establishes and maintains a good rapport with the public, fellow employees, residents, and other housing authorities; and promulgates and maintains Housing Authority policies, rules and applicable HUD regulations.
- Attends and participates in resident association meetings.
- Assists in the preparation of the annual budget for the property; prepares daily statement of operations; reviews and approves payroll time cards; reviews and monitors all property reports for compliance with operating standards; assures accuracy and timeliness of all reports submitted to the Portfolio Manager and/or his/her supervisor.
- Approves petty cash expenditures and submits report on same.
- Reads and computes utility meters and submits reading to supervisor for billing to residents.
- Submits recommendations to Portfolio Manager on reasonable accommodation requests, evictions, and transfers of residents.
- Works with various governmental agencies, housing authorities, and the public as appropriate.
- Perform related duties and responsibilities as required.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Influencing Capabilities:** Actions designed to assure the achievement of identified objectives in the area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills:** Basic set of supervisory skills involved in the efficient administration of the function including directing, implementing, motivating/communicating and evaluation of the services it provides for the organization.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an "I care" attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.

- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

Qualifications:

MINIMUM REQUIREMENTS

- Graduation from a standard high school or possession of a GED certificate; with two (2) years of college with major emphasis on business or public administration.
- Bachelor's Degree in Business, Public Administration or other related field preferred.
- Three (3) years of experience in real estate, property management or management of facilities involving public contact and bookkeeping.
- Experience with HUD programs desired.
- A combination of experience and training that would likely provide the required knowledge and abilities to qualify.
- Florida Class "E" driver's license and be insurable by PCHAs liability and fleet insurance carrier.
- Public Housing Manager (PHM) Certification, Certified Apartment Manager (CAM) or equivalent certification within one year of completion of probationary period.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Operations, services and activities of Housing Authority programs.
- Policies and procedures of Housing Authority funding programs.
- Public relations principles.
- Maintenance operations related to residential housing.
- Daily property management operations.
- Rules and regulations of a variety of funding agencies and programs including HUD and Pinellas County.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and Local laws, codes and regulations.

Ability to:

- Handle large sums of money, prepare bank deposit statements, and prepare required reports.

- Become a HUD approved Certified Public Housing Manager or NAA Education Institute Certified Apartment Manager
- Determine maintenance and repair needs; and ability to effectively respond in a timely manner in the handling of emergencies during working and non-working hours.
- Establish a good rapport and tactfully deal with employees, residents, and the public in a congenial and diplomatic manner.
- Determine special resident needs and to make social agency contacts and referrals as necessary.
- Follow, carryout, and enforce oral and written instructions, policies, rules, and regulations.
- Effectively manage the overall property operations and perform related supervisory, administrative and management duties.
- Develop resident recreational and social activities for supervisory approval.
- Operate within an annual operating budget.
- Oversee, direct and coordinate the work of subordinate staff.
- Select, supervise, train and evaluate staff.
- Participate in the development and administration of division goals, objectives and procedures.
- Interpret and explain complex agency rules and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply Federal, State and Local policies, laws and regulations.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Communicate clearly and concisely, both orally and in writing.
- Draft correspondence without grammatical or spelling errors.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work.
- Work Monday – Friday; some weekends may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the

general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer.

To apply, please use the link below to complete our employment application:

https://pinellashousing.na1.adobesign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhBSwZVUw_x6Md8vh3e4Ze0N_Afuli7iy2UHTc9r2hC4oxkcSFx74HpGU3ReJIIG2Pg*

Or click on the link in the Job Announcements Section.