



## BESSEMER HOUSING AUTHORITY

### Position Description – Property Manager (October 12, 2021 – October 26, 2021)

<b>Position Title:</b> Property Manager	<b>FLSA Status:</b> Exempt
<b>Reports To:</b> Director of Public Housing or Director of Multifamily Housing	<b>Department/Level:</b> Public Housing/Multifamily
<b>Salary Grade:</b> 24	<b>Effective Date:</b> July 1, 2019

#### POSITION OVERVIEW

This is highly responsible management work related to the Authority's property management function. The incumbent is responsible for the management of all activities related to the management and maintenance of their assigned property. Reporting to the Property Management Director, this position is responsible for eligibility, leasing, continued occupancy, lease enforcement, eviction, maintenance, grounds care, and the general appearance and functionality of their property. The incumbent is also responsible for the financial performance of their assigned property. Work assignments are received in the form of broad objectives and performance expectations with minimal direction in day-to-day operations. This position may supervise administrative and/or maintenance employees.

#### DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this 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. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Responsible for all aspects of the operation of the property or properties assigned.
2. Performs or supervises the performance of eligibility tasks related to continued occupancy.

3. Performs or supervises the performance of leasing tasks that may include applications intake, applications processing and verification, lease execution, and periodic recertification of eligibility.
4. Manages occupancy of assigned property including the leasing of units, transfer of residents, reasonable accommodation of residents, and other activities in accordance with Authority policy.
5. Coordinates the collection and posting of rents from residents and former residents in accordance with the lease and any other payment agreements. Negotiates repayment agreements in accordance with Authority policy.
6. Provides counseling and/or referrals to budget counselors in the event of non-payment of rent or other charges to try and prevent proceeding with eviction.
7. Prepares documentation and files for eviction of residents in default of their lease in accordance with Authority policy. Represents the Authority in court as directed by the Property Management Director.
8. Oversees the general maintenance and curb appeal of their assigned property. Is responsible for the maintenance of the curb appeal of the property with the support of management staff and part-time labor. This includes litter control, the general condition of grounds, and the enforcement of limitation of resident belongings on the exterior of the property.
9. Manages the vacant unit turnaround function and ensures that units are reoccupied in accordance with Authority guidelines. Advises any centralized vacancy preparation personnel of the need for particular bedroom size units and coordinates leasing activities with the completion of physical work.
10. Stays abreast of the status of work being performed on the property by the central maintenance crews by reviewing outstanding work order reports. Completes quality control inspections on a minimum of 2% of work orders completed on the property and provide monthly reporting to the applicable Maintenance Supervisor.
11. Ensures the availability of appropriate parts and materials for maintenance personnel on the site in accordance with the Authority's materials management procedures.
12. Manages and accounts for all work performed by site crews and all materials. Ensures that all work orders are closed in accordance with established procedures.
13. Ensures that the property is well maintained and that the curb appeal is maximized. Coordinates site maintenance or other work order tasks as needed.
14. Purchases or requisitions parts and materials in accordance with the Authority's Procurement Policy subject to approval limits as defined from time to time.
15. Provides input for needed capital improvements on the assigned properties including items that are recurring in work orders. Monitors the Authority's capital plan to be aware of upcoming improvements and to incorporate those improvements into the maintenance plan.

16. Ensures the annual inspection of all units, buildings, site(s), etc. in accordance with the Uniform Physical Inspection Standards as issued by HUD or other protocol imposed by HUD, local code, or state regulations.
17. Performs quality control inspections on applications, leases, recertification documents, maintenance work orders, inspections and other property activities to ensure compliance with HUD regulation and Authority policies and procedures.
18. Coordinates with outside professionals, outside contractors, and Authority personnel in the execution of construction work including the notification of residents, preparation of facilities, or the relocation of residents. Reports any site issues to the Authority's representative for construction work.
19. Coordinates and promotes resident services functions for the site with in-house or community service providers. Establishes linkages with local providers and/or contractors as needed to meet the needs of residents and promote self-sufficiency.
20. Represents the Authority on a daily basis on the site in accordance with established policies and procedures. Ensures that the Authority's interests are protected at all times and communicates any issues to the Property Management Director.
21. Attends professional meetings and training sessions to ensure proficiency in the eligibility, property management, and program compliance fields.

#### **ADDITIONAL MANAGEMENT RESPONSIBILITIES**

This position is responsible for certain management duties that pertain to the operation or improvement of all agency programs and properties. These additional management responsibilities include, but are not limited to, the following:

1. Manages and directs all assigned property staff to ensure the effective operation of the AMP.
2. Coordinates and reviews the performance of all property staff. Reviews and ensures that all receipts are properly documented. Provides related project performance information for the property to the agency accountant.
3. Manages reporting for the property under the Public Housing Assessment System and prepares the annual certification for the assigned properties as required by HUD regulations.
4. Prepares periodic reporting to funding agencies as required by the program or property. Ensures that requests for funding and invoices for management fees are prepared and submitted as required.
5. Provides input and support during property improvements, including general support for the expenditure of Capital Fund Program monies at the project level. Also provides input for other grants and funding vehicles.
6. Provides periodic reporting and updates to the Property Management Director regarding program and property performance. Recommends changes in policy or procedure as needed to improve overall operational performance.

Additional management duties may be assigned, as needed, to ensure the maximum performance of the programs and properties assigned.

#### **REQUIRED KNOWLEDGE AND ABILITIES**

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of current trends in effective property management. Ability to proactively modify operational approach to maximize the performance of assigned properties.
4. Knowledge of the Authority's facilities, including location, structure, and layout including associated utilities.
5. Knowledge of the Public Housing Assessment System and ability to apply standards to maximize the score of assigned properties and the agency as a whole.
6. Ability to plan, organize, and develop a variety of operational and management systems related to the position. Ability to orient other workers and to explain regulations, policies, procedures, or processes.
7. Ability to calculate and understand various indicators of property performance including occupancy rate, turnover rate, rejection rate, etc.
8. Ability to produce periodic reporting and provide clear and concise performance data to the Property Management Director, including applicable recommendations for improvements.
9. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

#### **PERFORMANCE STANDARDS**

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Ensures that the vacancy rate for their property remains below 3% of units available for rent.

2. Ensures that units are turned around for reoccupancy within twenty (20) calendar days.
3. Maintains tenant accounts receivable (total) at or below 7% of the property rent roll.
4. Completes quality control inspections and related reporting as prescribed on a monthly basis.

#### **MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE**

This position requires graduation from an accredited four-year college with a degree in business, property management, or related field; a minimum of five years experience managing multifamily rental property (preferably affordable); or any equivalent combination of education, training, and experience that provides the required knowledge and abilities.

#### **PHYSICAL REQUIREMENTS**

This position is required to work in less than ideal conditions, including noise, high-traffic areas, rough terrain, and undeveloped areas. The incumbent must have the ability to access all portions of their assigned site during normal operation and during active construction or modernization. The incumbent must access all areas of a property including the attic, basement, or crawl space and must be able to work/inspect in wet, damp, hot, cold, or dusty places. Must be able to work while standing for extended periods of time.

#### **SPECIAL REQUIREMENTS**

1. Possession of a valid Alabama driver's license.
2. Must be bondable.
3. Certification as a Public Housing Manager within six (6) months of employment.