

Job Description

Anniston Housing Authority

Assistant Property Manager

Department: Property Management

Date: 4-12-2023

Reports To: Director of Operations

FLSA: NE

Summary

Provide technical and administrative support to property manager in the day-to day operation of assigned property. Monitors collection of rent and takes appropriate action to minimize delinquent accounts. Maintains records and other charges and assist with evictions. Receive requests for repairs and generate work orders. Assist and encourage residents to become self-sufficient by referring to programs directed toward self-sufficiency. Conduct annual re-examinations to verify continued program eligibility. Conduct inspections to ensure compliance with all applicable rules and regulations, and to assure that all equipment is in proper working order and that vacant apartments are ready for occupancy.

Essential Job Functions

1. Prepare, maintain, and update financial and other records, including collections of rent and other charges
2. Monitors collection of rent and takes action to minimize delinquent accounts.
3. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
4. Post charges associated with work orders, etc by entering them into the system and generating notices for residents
5. Monitor late charges generated in the computer program.
6. Prepare adjustments
7. Conduct annual re-examinations and enter data into computer system
8. Maintain tenant files and related documentation regarding continuing eligibility and adjustments.
9. Maintain records of residents' community service hours as appropriate and takes necessary action to ensure compliance.
10. Follow-up delinquent accounts and pursue collections in accordance with established procedures.
11. Maintain required occupancy level by leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and maintaining associated records
12. Communicate with residents as needed to inform of policies, procedures, rules, and regulations
13. Assist with lease units by reviewing and signing lease, collecting deposits, etc.
14. Assist in coordinating vacancy preparation in order to minimize time units are vacant
15. Ensure that properties and grounds are maintained properly by onsite maintenance personnel or contractors
16. Generate work orders in response to requests for repairs from residents, and close out work orders in accordance with established procedures
17. Conduct property inspections, including move-in, move-out, housekeeping, and grounds in order to assure adherence to established standards
18. Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
19. Assist residents with special problems and promote amicable tenant relations. Enter and Complete work orders and post charges associated with them, etc. by entering them into the system and generating notices for residents

20. Counsel resident who are not complying with the terms of the lease, and concerning delinquent payments
21. Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident initiatives coordinator, as appropriate
22. Maintain liaison with resident services to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate
- 23.. Resolve conflict and complaints among residents, if possible, in order to avoid grievances
24. Assist with eviction process, and prepare related documentation to support recommendation
25. Enter and Complete work orders and post charges associated with them, etc. by entering them into the system and generating notices for residents

Knowledge, Skills, and Abilities

1. Knowledge of Authority policies and procedures, particularly as they pertain to property management
2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management
3. Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, OSHA Standards, Local and State Building Codes
4. Knowledge of basic building maintenance and fire prevention liability reduction principles
5. Knowledge of basic office practices, procedures, and equipment
6. Knowledge of the operation of authority computer system and software
7. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements
8. Knowledge of basic English in order to communicate verbally and in writing
9. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments
10. Ability to maintain required records such as tenant files, vacancy reports, etc.
11. Ability to read and understand policies and guidelines
12. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility
13. Ability to use basic office equipment such as telephone, fax, copier, and computer
14. Ability to communicate verbally and in writing
15. Ability to generate records and reports efficiently using a calculator and the computer system
16. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public

Minimum Qualifications

Bachelor's degree in public administration, business administration, sociology, psychology, or related field, or an equivalent combination of education and experience. Experience involving dealing with the public, using a computer, or in public housing preferred. Must obtain certification as a Public Housing Manager, or equivalent, within 12 months of employment. Certifications in Tax Credit Compliance and certifications by the Institute for Real Estate Management may also be required.

Other: Valid Driving License
Ability to type 40 words per minute

This job description should not be interpreted as all-inclusive. It is intended to identify the major duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.