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| **POSITION DESCRIPTION** | |
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| **Title:**  **Property Manager** | **Date Prepared/Reviewed:**  4/1/2000, 9/27/04, 11/23/05, 5/27/10, 4/12/13, 07/17/14  11/16/15 – Position changed to Property Manager Assistant |
| **Reports to:**  RVCDC PM Supervisor | **Supervises:**  NA |
| **Purpose of your Position:**  To provide property management functions for SENDCAA housing projects. | **Status:**  Exempt |
| Below are the essential duties of this position. Other duties may be assigned as needed.  **ESSENTIAL DUTIES:**   1. Maintain a portfolio for 50% of the SENDCAA/RVCDC housing units including daily property management tasks:  * Maintain maximum occupancy of properties through the timely leasing of apartments and/or commercial space using effective sales and advertising methods. Responsible for ensuring properties are shown promptly to potential tenants. * Responsible for verifying all paperwork necessary to qualify applicants. Responsible for annual certification of tenants. * Responsible for all move-in and move-out inspections and all associated paperwork, including leases and agreements. * Responsible for property operations, including, but is not limited to: collecting security deposits and monthly rents, ensuring proper recording, depositing of funds and making changes and adjustments as necessary; managing lease renewals; documenting complaints and resolutions; documenting service requests and the follow-up; sending balance due/delinquency notices; implementing rent increases as directed; and initiating lease termination notices as necessary. * Maintain tenant retention and satisfaction through effective and prompt complaint resolution and adequate maintenance of properties. Ensure that vendors, on-site managers, and SENDCAA/RVCDC employees provide exceptional customer service to tenants. * Responsible for contracting with and terminating relationships with vendors and on-site managers to service the properties. Manages SENDCAA/RVCDC relationship with the property vendors and on-site managers, including providing contracts or agreements, explaining duties, providing information, and giving directions/orders. Resolves vendor/service provider and on-site manager issues. Coordinates preventative and ongoing maintenance, upkeep and/or reconditioning of properties through the vendors and/or on-site managers. * Assist with preparing and maintaining property budgets for each fiscal year. Maintains effective expense controls. Approves and pays bills following SENDCAA/RVCDC internal fiscal policies and procedures. * Responsible for inspecting the properties on a regular basis for the purposes of preserving capital for owners, maintaining safe living conditions for tenants, and scheduling and verifying the completion of required maintenance on the properties and addressing items that need attention. * Ensure compliance with all program and project regulations, policies and procedures. Ensures compliance with leases and agreements. * Responsible for maintaining all related files and documentation and for generating required reports. * Maintain projects in compliance with HOME and LIHTC regulations * Travels to properties on an on-going and regular basis. * Be available to respond to project and tenant needs before and after work hours.  1. Manages annual inspections and reporting as required by North Dakota Housing Finance Agency, North Dakota Division of Community Services, HUD, Tax credit investors and their representatives, Rural Development, and other monitoring agencies. 2. Assists with community organization and advocacy related to issues of affordable housing. Helps promote goodwill for SENDCAA through interaction with tenants, vendors, and outside organizations and affiliations. 3. Maintains good client/tenant relations, acts professionally and positively represents SENDCAA. Maintains client confidentiality. 4. Reports to supervisor any observations that may be a concern, particularly as defined by the SENDCAA Child Abuse/Neglect Plan and/or clients struggling with substance abuse, mental and/or emotional disorders or other issues. 5. Participates in relevant and mandatory training. 6. Takes the initiative to identify problems, uses judgment to find appropriate solutions and follows through on resolving issues in a timely manner. 7. Supports team efforts, actively works to generate respect and enthusiasm, cooperates with others, and actively learns from other team members. 8. Interacts and communicates with clients/tenants and other staff in a professional and appropriate manner and responds to and gives feedback in a respectful and positive manner. 9. Conducts Housing Quality Standards (HQS) inspections for all SENDCAA/RVCDC programs and projects. 10. Performs other duties as assigned or required. | |
| **Education/Training Required:**   * Two year degree in business, real estate or related. * Valid driver’s license. | **Minimum Experience and Skills Required:**  To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.   1. Two years of property management experience. 2. Knowledge of contract and lease administration. 3. Knowledge of accounting principles and ability to accurately apply and use financial and accounting concepts. 4. Skill in budget management. 5. Ability to read, analyze and interpret general business and professional journals, technical procedures, governmental regulations, financial reports and legal documents. 6. Ability to effectively present information, communicate with, and respond to questions and complaints from co-workers, management, clients/tenants, public groups, and the general public. 7. Ability to write reports, correspondence, and procedures. 8. Ability to interact with others in a professional and appropriate manner and to establish and maintain effective working relationships with others. 9. Proficient with computers and applicable software. 10. Ability to solve problems and ability to interpret a variety of instructions, policies and data. 11. Knowledge of housing programs. 12. Organizational skills. 13. Ability to work effectively with a diverse group of individuals, including clients/tenants and co-workers. 14. Ability to perform work with considerable independence under the general direction of supervisor. Ability to exercise judgment and make decisions independently. 15. Capable of reporting to work on time prepared to perform the duties of the position and willingness to perform duties as necessary. |
| **Education/Training Preferred:**   * HCCP or SHCM certification for LIHTC Program. * Housing Quality Standards (HQS) Certification. | **Experience and Skills Preferred:**   1. Specialized work in operations, services and activities of subsidized housing programs. 2. Housing quality standard inspections. 3. Section 42 Tax Credit (LIHTC) Compliance. |
| The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  **Working Conditions and Environment:** While performing the duties of this position, the individual is regularly exposed to a moderate noise level due to office equipment and co-workers and moderate exposure to Video Data Terminals (VDTS). Occasionally the noise level may be moderate to loud as experienced by tools such as a lawnmower or snow blower.  **Physical Requirements/Activities:** While performing the duties of this position, the individual is regularly required to stand, walk, sit, use hands to finger, handle and operate tools and equipment, reach with hands and arms, balance, kneel, bend, carry, reach, push, pull, lift, twist, grip, and communicate (talk and hear). Specific vision abilities required include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Sustained mental effort is regularly required.  Light to medium work: Exerting up to 50 pounds of force intermittently, up to 25 pounds of force occasionally or up to 10 pounds of force frequently to operate equipment and/or lift, carry, push, pull or otherwise move objects.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. | |
| **The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.**  **I have read and understand the above Position Description:** | |
| **Employee Signature** | **Date** |