



## Position Description

<b>Position Title:</b>	Property Manager Assistant	<b>Department:</b>	Asset Management
<b>Reports to:</b>	Property Manager	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	August 2020

### Summary

The primary purpose of this position is to provide support to the Property Manager by performing a variety of tasks pertaining to the day-to-day business of Greenville Housing Authority operated properties. The incumbent mails out and receives applications/annuals, verifies information, assists in determining initial eligibility and continued eligibility and assist with providing additional services as needed to assist Property Manager and families of assisted properties.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Assists with customer service to applicants/residents, answering incoming calls, returning calls and responding to inquiries regarding program information
- Assists with coordination of pre- and full- eligibility applications including, but not limited to, criminal background and credit screening and income verifications, determining applicant eligibility in accordance with TGHA administration policy and federal regulatory requirements
- Assists in applications and verifications for completeness and inputting/updating data into the database system
- Prepares and mails out annual recertifications within TGHA timeframe guidelines
- Review incoming annual recertification and interim paperwork for completeness and collects all required paperwork from households in order for Property Manager to process
- Retrieves mail daily from property management mailbox and drop-box
- Pull EIV's for interim and annual recertifications
- Pull annual criminal screening for all adult household members
- Assists with maintaining the waitlist for properties and purging of waitlists
- Assists/accompanies Property Manager for quarterly inspections
- Assists with administrative duties as required/requested
- Performs routine clerical duties as needed, including but not limited to typing correspondence, records, forms, reports, copying and sending documents for scanning to files, entering data into computer, replying to emails, answering the telephone, etc.
- Completes other related duties as assigned.



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### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Job Competencies

- Knowledge of the general operations and procedures of TGHA properties, particularly in relation to TGHA managed properties and the Housing Choice Voucher Program.
- Knowledge of the local, state, and federal laws governing the Housing Choice Voucher Program, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
- Skill in providing instruction on the HUD, landlord tenant laws and TGHA Housing Choice Voucher Program requirements to potential residents/participants, and one-on-one.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing Authority and/or HUD.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.



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- Ability to perform program-required computations with speed and accuracy.
- Ability to establish, monitor, and achieve objectives.

### Education and/or Experience

High School Diploma or GED and a minimum of three (3) years of experience providing administrative support to property management or a similar field such as a social service organization.

This position will require driving for business purposes periodically. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under TGHA's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands described here 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

## Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**