



POSITION DESCRIPTION

Position Title:	Property Manager	Department:	Property Management
Reports to:	Director of Asset Management	Employment Status:	Full-Time
FLSA Status:	Exempt	Effective Date:	September 2024

POSITION SUMMARY

Under the direction of a Director of Asset Management, the Property Manager is responsible for daily operations of assigned Property(s) including marketing, occupancy, rent collect, lease enforcement, physical condition and appearance, regulatory compliance, and financial performance. The Property Manager works to establish and maintain positive, productive relationships with the community, government agencies, suppliers, vendors, and all residents at the property, ensuring consistent application of operational policies and procedures.

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.

- Cooperate with the Director of Asset Manager and the Central Office in all aspects of managing the assigned Property(s).
- Walk the community grounds on a regular basis and maintain good curb appeal. Coordinate with maintenance and/or third-party vendors for any work to be scheduled.
- Inspect common areas and dwelling units on a regularly scheduled basis; report all safety hazards, property damage, and needed repairs to maintenance; issue lease violation notices to tenants as applicable; follow up on repairs to verify timely completion.
- Keep office clean, organized and act in a business-like manner at all times; maintain professional communication with applicants, residents, co-workers and the general public.
- Manage the property waiting list in accordance with tenant selection policies and procedures; purge list on a regular basis to maintain freshness of applicants; monitor status to assure adequate applicant pool for annual vacancies; secure central office approval to open wait list when needed; monitor opening process responding to inquiries and provide assistance with on-line applications to individuals with special needs.
- Process applicants from the wait list for eligibility; secure all verifications, background checks and references as required; conduct landlord references and home visits; maintain sufficient approved applicants in eligibility pool to promptly release unit turnover.
- Conduct annual and interim recertifications pursuant to the applicable regulatory requirements for the property(s). Create and maintain all tenant files and corresponding rent transactions in an accordance with file checklist requirements.
- Responsible for rent collection and tenant accounts receivable; assist residents with registration for on-line rent payment; monitor rent payments; issue non-payment notices in a timely manner pursuant to the lease agreement; follow up on non-payment cases; prepare documentation for referral for legal action and represent the owner at court as needed.



POSITION DESCRIPTION

- Enforce all other terms and conditions of the lease and corresponding lease addenda; meet with residents to resolve issues, concerns and complaints; issue lease violation notices as applicable; coordinate and respond to local police, fire and other enforcement agencies regarding any tenant or property violations.
- Turn vacancies within established timelines; promptly complete move out and issue work order to turn unit over to maintenance to complete make ready work; secure estimated completion date and follow up; walk unit when complete; provide punch list to maintenance; and re-occupy unit promptly.
- Responsible for safety and security of property; assure that security systems, cameras, door access are operating appropriately at all times; coordinate with outside vendors as needed; manage key system for individual apartments; establish and maintain ongoing communication with community officers and local police department.
- Manage work order system; open and close work orders as needed for all work to be performed at the property; post charges and issue notice of charge to residents; coordinate and communicate with maintenance staff and vendors as needed.
- Assist with the preparation of the annual property operating budget; monitor expenditures and approve all property invoices; responsible for assuring compliance with budget; secure approval from Director of Asset Manager for unbudgeted expenditures.
- Develop profound knowledge and expertise in use of software systems to perform all tasks, functions and responsibilities to manage assigned property(s).
- Complete all reports for corporate office and regulatory agencies within established due dates.
- Completes other related duties as assigned.

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 an understanding of, the comments and questions of others; listen 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.



POSITION DESCRIPTION

Responsiveness and Accountability Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's work; does a 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 the success of team above own interests; supports everyone's efforts to succeed.

Leadership: Provides direction by clearly and effectively setting the course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies

- Knowledge of the general operations and procedures of TGHA properties and HUD and State Housing programs.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated the ability to understand the terms, conditions, and content of TGHA's standard operating procedures for property management.
- Knowledge of the proper TGHA procedures for collecting, processing, and recording rental transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the State, HUD and TGHA program requirements to potential participants.
- Skill in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- 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 establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules, regulations, and procedures.

Education and Experience

High School Diploma or GED and three (3) years of experience in LIHTC property management preferred. An equivalent combination of education and experience may be considered.

Certification in LIHTC and PHM within 12-months of hire date.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.



POSITION DESCRIPTION

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

Employee Signature

Date

Employee Name [printed]