

## JOB DESCRIPTION

<b>POSITION</b>	<b>Assistant Property Manager / Tax Credit</b>	<b>REPORTS TO</b>	<b>Area Manager</b>
<b>DEPARTMENT</b>	<b>OPERATIONS</b>	<b>CLASSIFICATION</b>	<b>EXEMPT</b>

### POSITION SUMMARY

Under the general direction of the Area Manager, the Assistant Manager assists in the efficient and effective operation of assigned property. Assists all operational and financial aspects to include maximizing net operating income and managing all activities related to leasing, maintenance, resident services, capital improvements and collections. Assists in oversight of expense controls, staff management and risk management. Ensures compliance with federal, state and local laws and regulations as well as company policy. The incumbent must have strong leadership skills and a spirit of cooperation and teamwork to fulfill the responsibilities of this position.

### PRIMARY RESPONSIBILITIES & ESSENTIAL FUNCTIONS

Primary areas of responsibility and tasks that may typically be expected include but are not limited to:

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- Maintain a professional image and attitude in keeping the objectives of BHA and residents' welfare.
  - Collect rents and maintain computer records according to BHA's Policy and Procedures.
  - Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents.
  - Follow-up delinquent accounts and pursue collections in accordance with established procedures
  - Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
  - Prepare and maintain complete resident files.
  - Assess files for compliance with HUD 4350 guide
  - Manage wait-list
  - Maintain general office files.
  - Assist in advertising preparation.
  - Type letters and memos.
  - Assist in showing units and screening applicants.
  - Assist in scheduling vacant units for refurbishing and occupancy.
  - Assist in maintenance work order system and in following purchase order procedures.
  - Assist in certifying residents' income in accordance with applicable program requirements.
  - Assist in maintaining the required computer postings.
  - Prepare late notices and notices to pay rent; collect rents
  - File writs for eviction and in some instances attend eviction courts
  - Order office supplies within established budgeted guidelines.

- Maintain tickler files for annual apartment inspections.
- Assist in keeping the apartment condition and status chart up-to-date.
- Assist in annual unit inspection process.
- Assist in typing and/or maintaining weekly and monthly reports.
- Assist in collection of rents and preparation of receipts.
- Assist in adherence to the Policy Handbook and Procedures Manual.
- Work with manager regarding legal proceedings.
- Assist in maintaining all required inventories for project supplies and equipment.
- Maintain records of rental levels of comparable units in surrounding areas.
- Answer the phone pleasantly and professionally.
- Maintain courteous communication with residents, applicants, and representatives of other companies.

### **Knowledge, Skills and Abilities**

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- Knowledge of standard industry practices in property management.
- Knowledge of HUD Conventional Public Housing programs and compliance.
- CAM, CAPS, CPM, PHM, COS, CPO or other recognized industry training and designations preferred.
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes.
- Basic knowledge of building maintenance, fire prevention and liability reduction principles.
- Knowledge of basic office practices, procedures, and equipment.
- Knowledge of the principles of management and supervision.
- Knowledge of the operation of the Onsite Operating Platform preferred
- Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
- Knowledge of Basic English in order to communicate verbally and in writing.
- Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.
- Ability to maintain required records such as tenant files, vacancy reports, etc.
- Ability to procure goods and services in accordance with BHA procedures and in keeping with the assigned Operating Budget for the property.
- Ability to read and interpret policies and guidelines in order to make sound decisions.
- Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility.
- Ability to use basic office equipment such as telephone, fax, copier and computer.
- Ability to communicate verbally and in writing.
- Ability to generate records, receipts, and reports efficiently using a calculator and the computer system.
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public.
- Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.

- Skilled in analyzing situations in order to identify problems and offer possible solutions.
- Skilled in communicating with all types of people in a wide variety of situations.

***Tenant Relations:***

- Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
- File writs appear in eviction court
- Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident services coordinator, as appropriate.
- Maintain liaison with resident services coordinator to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate.
- Resolve conflict and complaints among residents, if possible, in order to avoid grievances.
- Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation.
- Schedule and complete customer surveys in order to identify resident needs, assess quality of services, etc.
- Participate in hearings and appeals as needed.

***Supervising Personnel:***

- Participate in pre-employment interviews and make hiring recommendations as needed.
- Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
- Review time and leave reports for assigned staff.
- Train or assist in training other site personnel.
- Prepare and review performance appraisals and discuss with subordinates as appropriate.
- Counsel employees regarding job performance and document in accordance with established procedures.
- Recommend disciplinary action as needed.
- The Area Manager is authorized to delegate on behalf of BHA to key employees. Any such delegation must be approved by the Director of Housing Program Manager.

**Education and/or Experience Qualifications**

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- High school education or equivalent. Prefer education beyond high school.
  - 2 to 3 years' experience as an Assistant Manager and experience involving public contact/ tax credit experience
  - Valid Texas Driver's License
  - Use of personal automobile for local job-related travel and pick-up.
  - Neat, clean and professional appearance.
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## **PHYSICAL DEMANDS**

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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.

The employee's job is intermittently sedentary, but, requires mobility (i.e. climbing stairs) to visit and inspect properties. Will use some repetitive motion of hand-wrist in using computers. Must have normal range of vision to complete paperwork and review documentation; hearing and speech to communicate with executives, employees, co-workers, vendors, contractors, agency/company representatives, etc., on the telephone and/or in person on a frequent basis.

Work involves the normal risks or discomforts associated with an office environment, and those associated with the on-site inspection of buildings/construction sites. The employee may be exposed to hazardous conditions and weather extremes while inspecting the property, units, or other related duties.

## **Employee Acknowledgement:**

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Beaumont Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Upon request, reasonable accommodations may be made to qualified individuals with disabilities.

Employment with BHA is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

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EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

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MANAGER SIGNATURE

\_\_\_\_\_  
DATE

Revised 09/2018