



HOUSING AUTHORITY

of the City of Beaumont, Texas

JOB DESCRIPTION

JOB TITLE	Property Manager	Date of Last Modification	02/2020
Department	Property Services		
Reports To	Site Manager and/or Area Manager		
Supervises	Assigned office and maintenance staff		
Salary Range			

Work Schedule	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part-Time
Status	<input checked="" type="checkbox"/> Regular Position	<input type="checkbox"/> Temporary Position
Wage and Hour Laws Status	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
Union Status	<input type="checkbox"/> Union	<input checked="" type="checkbox"/> Non-Union

GENERAL SUMMARY: *Summary of major reasons job exists.*

This position is responsible for a variety of general office and complex clerical duties assigned by Site Managers and/or the Area Manager to assume independent responsibility for various assigned task and projects; and to relieve assigned management staff of routine administrative detail.

DUTIES AND RESPONSIBILITIES: *Majority of duties performed. Not meant to be all-inclusive or to prevent other duties from being assigned.*

1. Performs a wide variety of general office and complex clerical duties in support of property management staff including typing, record keeping, data entry, provide support in organizing, composing, proofreading material for letters, memos, reports, forms, work orders, and other documents. Independently respond to letters and general correspondence of a routine nature.
2. Act as property receptionist, assist the public in person and by telephone; answer all incoming telephone calls; answer routine questions regarding Authority programs, policies and procedures; refer calls and visitors to appropriate program or staff or take messages for property staff. Assist in resolving client/public concerns and complaints; interpret Authority policies, rules and regulations in response to routine inquiries and complaints.
3. Supervises, coordinates and assigns work of support and maintenance staff to ensure timely placement of new residents; optimal vacant unit turn around; optimal vacancy rate; timely completed work orders and inspections; optimal collection of

accounts receivable; and completion of other related documents or tasks for the Authority.

4. Ensures that all tenants are timely in payment of rent, maintenance charges and other charges. Enforces repayment agreements. Reports allegation of lease violations and indications of fraud to the Site Manager and/or Area Manager. Enforces all terms of the lease agreement. Establishes and maintains positive resident relations through regular on-site office hours, resident meetings and timely response to resident requests or issues.
5. Processes eviction proceedings at the direction of the Site Manager and/or Area Manager; prepares documentation and participates in settlement discussions and grievance hearings; participates in court proceedings, as required.
6. Shows unit, provides information and answers questions about lease agreements; explains Authority and HUD rules, policies and procedures to residents. Serves as liaison between residents and Authority.
7. Using established unit and preventive maintenance guidelines, conducts unit inspections annually and as needed; documents condition of unit. Advises residents of unit maintenance needs identified from inspections or complaints; conducts follow-up on inspections as needed.
8. Addresses hazardous conditions, unsafe work practices, and accidents or injuries and, as appropriate, reports to the Site Manager and/or Area Manager.
9. Monitors and manages vacant unit cleaning, common areas cleaning, pest control, grounds keeping and all other service contracts for compliance with contractual requirements. Reports any serious deficiencies to the Site Manager, Area Manager and/or the Construction Coordinator. Requests purchase orders according to Authority policies.
10. Prepares and submits reports documenting vacancy turn around and vacancy rates, work order completion time and accounts receivable.
11. Visually survey the property buildings, grounds and area for cleanness and general maintenance providing a healthy atmosphere for tenants and the community.
12. **Schedule and conduct annual lease renewals in a timely manner that ensures that notices of rent increase are provided at least 30 days before the anniversary date and the entire process is completed by the anniversary date.**
13. Performs other duties as assigned.

SKILL SET REQUIREMENTS: *Knowledge, skills, and abilities normally required for competent performance in the job.*

Education/Experience: High school diploma or equivalent required. Prefer Bachelor's degree in Business, Public Administration, or related field from an accredited college or university, and/or two (2) years experience in public housing, HCV program, case management, apartment management, tax credits or an equivalent combination of experience and/or education.

Public Housing Management Certificate required within one year of appointment.

Completion of HUD's Housing Quality Standards or REAC training required within one year of appointment.

Preferred Skills/Qualifications:

1. Knowledge of Authority operating policies and procedures; principles, practices and techniques of public housing management; HUD regulations pertaining to low-rent housing; services available through local social service agencies.
2. Ability to meet and deal with the public and establish and maintain effective and courteous working relationships with other employees, residents and persons outside the Authority.
3. Ability to communicate clearly and concisely, both orally and in writing.
4. Strong computer skills.
5. Ability to make decisions, exhibit sound and accurate judgment and make timely decisions.
6. Strong organizational skills and ability to manage multiple priorities.
7. Ability to work with diverse populations.
8. Bondable.
9. Have a valid Texas driver's license.
10. Eligible for coverage under Authority fleet insurance.

SUPERVISION GIVEN AND RECEIVED

The employee receives direction and guidance from the Site Manager, Area Manager and/or the Director of Housing Programs.

The employee supervises all office and maintenance staff.

COMPLEXITY/SCOPE AND EFFECT

The employee performs routine duties by established Authority policies and procedures and other guidelines such as HUD regulations. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

The employee's work affects all public housing residents. Accomplishment of tasks by the employee effectively and efficiently enhances the Authority's ability to provide affordable housing that is decent, safe and sanitary.

PERSONAL CONTACT

The employee's personal contacts are with residents, other employees and with outside sources. The purpose of such contacts is to (1) give, obtain or clarify information; (2) resolve problems; and (3) provide assistance to residents and other Authority personnel. Conditions under which contact occur can range from normal to stressful in an emergency situation.

PHYSICAL DEMANDS

Work is performed in-office and on-site, and involves some physical exertion during visits and inspection of units and developments. Work may entail travel to meetings, conferences, and workshops in other cities. The employee is subject to call after normal working hours in the event of illness, accident, disturbance, police-related activity or

death. Attendance at recreational activities or resident council meetings after normal working hours is sometimes necessary.

WORK ENVIRONMENT

Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, inspections of structures and confrontations with applicants and residents.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.