



## Position Description

<b>Position Title:</b>	Property Manager	<b>Department:</b>	Housing Operations
<b>Reports to:</b>	Director, Housing Programs	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	December 2017

### Summary

The primary purpose of this position is to manage the day-to day operations of assigned property/properties in accordance with established Authority regulations and guidelines. The incumbent enforces leasing agreements and timely rent payments by residents, ensures that all procedures and units are compliant with applicable regulations, and fills vacant units within the acceptable timeframe.

All activities must support Housing Authority of the City of Annapolis' ("HACA" or "the Agency") 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.*

- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.
- Conducts orientation for new residents, including showing units, explaining the lease, and discussing resident responsibilities, including maintenance requirements. Ensures that proper paperwork is filled out for new residents and inputs into system.
- Coordinates and monitors proper data entry of 50058's in PIC for Public Housing. Ensures that PIC data of portable vouchers in or out is properly entered. Prepares monthly PIC reports for the Director, Housing Programs. Maintains copies of current HUD regulations and information concerning the Public Housing Program PIC data.
- Monitors all Public Housing files, records, and computer databases, ensuring that they are properly secured and that they comply with HUD regulations and Authority policies. Monitors files for income discrepancies. Identifies clients receiving multiple subsidy assistance, and takes appropriate action. Updates files as needed, retrieving new hire data on new residents.
- Processes requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Follows up on delinquent accounts and pursues collections in accordance with established procedures.
- Prepares, maintains, monitors, and updates financial and other records, preparing documentation of rent collection and other charges, and budget; balances collections and prepares bank deposit daily.
- Assists with preparing and monitoring site budget and monitors expenses to ensure spending is within guidelines.
- Assists in processing insurance claims in accordance with established procedures.
- Prepares reports in accordance with established procedures.
- Performs or oversees recertification of residents in accordance with applicable regulations.



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- Maintains control of master keys for assigned property.
- Interviews complainants to determine whether a fraud investigation should be initiated.
- Monitors fraud agreements to repay.
- Maintains a high level of continued occupancy by leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and maintaining associated records.
- Communicates with residents as needed to inform them of policies, procedures, rules, and regulations.
- Coordinates with Admissions and Maintenance to manage and fill vacancies in accordance with established procedures.
- Coordinates vacancy preparation in order to minimize unit vacancy time.
- Conducts move-in and move-out inspections of assigned apartments; performs inspections of buildings and grounds to observe conditions of property; and generates work orders for needed maintenance.
- Conducts investigations to determine whether individuals have failed to provide accurate information to the Authority, determines appropriate action based on investigation, and maintains associated files.
- Runs data reports to compare income reported to other agencies and to the Authority; resolves discrepancies in income noted from the comparison by obtaining information from residents, employers, etc.
- Schedules informal hearings and decide informal hearing for tenants facing termination from the program and prepares reports and documents associated with each investigation. Prepares hearing documents in accordance with applicable procedures.
- Counsels resident who are not complying with the terms of the lease, works with residents to resolve delinquent payments.
- Maintains records of resident community service hours in accordance with applicable requirements.
- Refers residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, as appropriate.
- Maintains liaison with community service organizations to stay abreast of services offered in order to refer residents.
- Participates in the resident/applicant grievance process, ensuring that parties receive fair and equitable treatment; provides documentation and assistance as needed during the processing of evictions.
- Participates in hearings and appeals as needed.
- Reports suspicious activities to Manager of Safety and Security.
- Recommends staff for training and professional development opportunities
- Attends weekly staff meeting and conducts periodic staff meetings for site staff.
- 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 Agency. 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.

*Leadership:* Provides direction by clearly and effectively setting 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 HACA properties and HUD housing programs.
- Knowledge of the regulations affecting HACA's housing programs and demonstrated ability to understand the terms, conditions, and content of HACA's standard operating procedures for property management.
- Knowledge of the proper HACA 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 HUD and HACA program requirements to potential participants.



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- 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 maintain composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients/customers, coworkers, supervisors, subordinates, and the general public.

## **Education and/or Experience**

Bachelor's Degree in business, public administration, or related field and a minimum of three (3) years of experience in a manager or assistant manager capacity at a housing development. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

## **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, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally 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.

Position generally works at Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.



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### EEO Statement

The Housing Authority of the City of Annapolis assures Equal Employment Opportunities for employees as required by Federal and State Orders and Laws. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. This job description is intended to accurately reflect the position activities and requirements. However, management reserves the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.

### Read and Acknowledged

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name [printed]