

Assistant Property Manager

Housing Authority of Skagit County

Updated September 21, 2018

MAJOR FUNCTION AND PURPOSE This is a Non-Exempt, Full-Time position with normal working hours from Monday through Friday, 8:00 a.m. to 5:00 p.m. This position requires understanding of, and commitment to the agency and the agency's mission and vision. The Assistant Property Manager is responsible for day-to-day marketing and renting of all units, and must remain fully informed of the condition of all units. The position requires excellent organizational and communication skills, and an ability to work positively and cooperatively with the rest of the Properties and Maintenance Team, landlords, community partners, and HASC customers and staff.

REPORTS TO: Property Manager.

SUPERVISION: Person in this position does not supervise staff.

COMPENSATION AND BENEFITS:

- Starts at \$17.10/HR (DOE)
- Vacation and Sick Leave.
- Medical, Vision, Dental.
- Retirement Plan (PERS 2 and/or 3; additional optional plans)

Responsibilities:

This position is under the direct supervision of the Property Manager. The Property Manager provides oversight and direction to all subordinate staff in the Properties Department. The Assistant Property Manager does not supervise any subordinate staff, but rather, assists the Property Manager in fulfilling all his/her responsibilities related to rental units, facilities, maintenance, properties, and improvement of residential and commercial properties.

The Assistant Property Manager will accomplish tasks in a timely manner and at as low a cost as is possible, while maintaining the highest quality possible. (S)/he will coordinate work activities with other rental staff, under the supervision of the Property Manager.

(S)/he assists the Property Manager in the direct collection of monthly assessments, rental fees, deposits and incurred operating expenses, and in determining responsibility for damages to facilities and grounds.

(S)/he assists the Property Manager in the preparation of detailed reports for funders and regulatory agencies, per regulations, and submits timely.

(S)/he assists the Property Manager in remaining in compliance with local, state and federal codes and regulations related to construction, occupational hazards, employee relations, fair housing and landlord/tenant act.

(S)/he must be able to use all standard office equipment, including telephones, computers, fax, copier, scanner, and others.

The Assistant Property Manager will perform other duties as assigned.

MAIN DUTIES INCLUDE:

- Maintains property rentals by advertising and filling vacancies; negotiating and enforcing leases; maintaining and securing premises. Maintains a professional, friendly atmosphere in the rental office and managed areas where prospective residents and current residents meet.
- Accomplishes financial objectives by collecting rent from ALL tenants monthly and by assisting the Properties team in scheduling rent increases when appropriate and allowed.
- Attracts tenants by advertising vacancies; obtaining referrals from current tenants; explaining advantages of location and services; showing units.
- Contracts with tenants by negotiating leases; collecting security deposit.
- Assists in collecting verifying information from applicants to determine eligibility for specific affordable housing vacancies with various funding requirements.
- Develops specific goals and plans to prioritize, organize, and accomplish work.
- Prepares and processes work orders and performs quality control on completed work.
- Develops constructive and cooperative working relationships with others, and maintains them over time.
- Enters, transcribes, records, stores, or maintains information in written or electronic form.
- Keeps up-to-date technically and applies new knowledge to the job.

OTHER DUTIES INCLUDE:

- Works on successfully implementing the program under the supervision of the Property Manager.
- Attends weekly staff meetings.
- Collaborates with other housing specialists and administrative support.
- Conducts all business in accordance with HASC policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and State laws.
- Documents and/or reviews lease violations and terminations when representing HASC at Informal Hearings.
- Identifies program integrity issues and follows through to ensure referral and/or prompt action.
- Provides technical support or assistance as needed or assigned (i.e. utility allowance schedule updates.)

- Aids in enforcing occupancy policies and procedures.
- Maintains property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and scheduling repairs; planning renovations.
- Inspects units and “market ready” vacancies to insure cleanliness prior to leasing.
- Answers incoming department calls and handles each call accordingly; transfer calls to Property Manager when appropriate.
- Greets prospective residents, qualifies, determines needs and preferences, and professionally presents community and specific apartments while communicating features and benefits.
- Actively coordinates re-certifications/renewals throughout the month. This includes sending letters (90, 60, 30 days) and scheduling resident appointments to discuss renewal rates and leasing options.
- Resolves and documents discrepancies
- Assists Property Manager and Properties Team on issues of compliance with various funders through the year by following and meeting Compliance Calendar deadlines.

DESIRABLE QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work with a high degree of accuracy and attention to detail in a fast-paced atmosphere
- High standards for work ethics, be punctual, dependable, organized and be able to follow instructions
- Ability to learn, follow and apply complex regulations and procedures.
- Ability to deal with the public and other employees with courtesy, tact and good judgment.
- Ability to work with Excel, Word, Outlook, Microsoft Office, and agency specific database system.
- Knowledge of Lindsey housing software program preferred.
- Knowledge of local social service agencies and community resources to provide information and referral services to applicants and clientele.
- Ability to attend required trainings, procure necessary certifications from them and integrate best practices into scope of work within the agency and the Department.
- Experience with landlord dwelling leases and occupancy related instruments.
- Bi-lingual or multi-lingual; ability to translate for staff, customers and the general public. (English & Spanish)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of Landlord Tenant Act, Affirmative Fair Housing, USDA RD and HUD programs and regulations, Low-Income Housing Tax Credit programs and regulations and other industry related regulations, or the ability to learn and be certified within one year of hire.

- Strong organization skills, including related to client files and rental rate adjustments in database.

EDUCATION, EXPERIENCE AND CERTIFICATES

Education: B.A. Preferred or A.A., with equivalent combination of skills, experience, and education.

- Have experience with administrative procedures, policies, and program regulations as they pertain to HUD's Public Housing Program and Housing Choice Voucher (Section 8) Program, tax credit or other affordable housing programs preferred.
- Experience in property management, including asset, property and maintenance management or a related field.
- Have (and maintain in good standing) a Washington State Driver's License and evidence of a good driving record for pre and continued employment.
- Have knowledge of professional business office practices and procedures, and be honest and ethical
- Possess knowledge of, and practical experience in, calculation of annual income eligibility for admissions and continued assistance for subsidized housing programs with efficiency and accuracy or experience with calculation of other housing program compliance paperwork.

Driving/Traveling Requirements: Regularly will need to utilize HASC provided transportation to inspect apartments. Must have valid driver’s license and automobile insurance.

OTHER POSITION REQUIREMENTS: Candidates selected for this position must pass a criminal history background and a driving record check as a condition to employment.

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

R = RARELY O = OCCASIONALLY F = FREQUENTLY

Sitting = F

Stationary Standing =R

Walking = O

Driving a compact vehicle = R

Repetitive motions (keyboard/data entry) = F

Lifting/Carrying = **30 pounds**

To apply – send Cover Letter & Resume to: Hiring Committee / 1650 Port Drive / Burlington, WA / 98233 or submit resume to HRC@skagitcountyha.org with subject line: ASSISTANT PROPERTY MANAGER -- RESUME & CV LETTER.

Housing Authority of Skagit County is an equal opportunity employer. No applicant will be discriminated against because of race, color, national origin, sex/gender, familial status, disability or religion.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility; however, they should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload. Work can involve extensive times sitting at a desk and working with a computer, monitor, keyboard and mouse. The successful applicant must also be able to drive company vehicles. This job description does not constitute an employment agreement between the employer and the employee, and is subject to change as the needs of the employer and requirements of the job change.

