The Housing Authority of the City of San Buenaventura
EQUAL OPPORTUNITY EMPLOYER

PROPERTY MANAGER
Salary bi-weekly $1,963.34 - $2,386.45

DEFINITION:
Plan, assign, supervise, coordinate, review and evaluate the activities of staff engaged in providing for the operation of assigned housing residential facilities. Perform rental management functions and respond to tenant inquiries and complaints in a timely and effective manner. Perform a variety of administrative tasks related to property management programs, and perform a variety of tasks involved in processing applications, re-certification of eligibility, processing rents, and related activities.

JOB CHARACTERISTICS:
Receives direction from the Public Housing Manager, provides direction to on-site caretakers. This classification is distinguished from the Assistant Property Management as it requires a more detailed knowledge and experience of housing programs, their requirements, and the application of those requirements to individual applicant’s circumstances. Requires a detailed knowledge of the Low Income Housing Tax Credit Program (LIHTC) and/or Public Housing program requirements, and the application of those requirements as they apply to individual circumstances of our clients. Must have the ability to communicate effectively in both English and Spanish.

ESSENTIAL FUNCTION STATEMENTS: The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. Essential duties may include but are not limited to the following:

1. Coordinate the operations of an assigned group of public housing residential facilities.
2. Identify opportunities for improving service delivery methods and procedures. Identify resource needs, review with appropriate management staff, and prepare and manage assigned budget. Implement improvements.
3. Participate in the determination of tenant suitability and the tenant selection process for assigned facilities.
4. Perform annual and interim eligibility re-certification procedures. Determine continued program eligibility. Inform tenants of results and methods of determination; prepare and process required paperwork for re-certification. Verify income, asset information, criminal background, and references checks. Initiate renewal of contracts and prepare and process related paperwork.
6. Prepare rent determinations, rent adjustments and utility allowance changes as required by fluctuating income of residents. Maintain and up-date tenant files and records related to property management programs for Authority owned properties.
7. Enforce compliance with lease agreements, established facility housing regulations and various program rules. Explain new or revised policies, procedures, laws or ordinances. Conduct investigations of possible program abuse.
8. Respond to requests, complaints or inquiries from tenants; counsel and assist tenants with problems related to their housing.
9. Demonstrate interviewing skills that exhibit tact, mature judgment, and understanding of social and economic problems of low income families, as well as the ability to assist them in coping with their housing issues. Assist residents in finding outside community services or resources to meet their needs to maintain housing assistance. Maintain frequent contact with local social services agencies.
10. Collect rents, fees, and assessments; write notices for miscellaneous charges; issue late payment notices and collect delinquent payments as necessary. Resolves or recommends action for settlement of accounts in arrears. Participate in the execution and preparation for tenant eviction.
11. Show housing facilities to prospective residents. Explain housing policies, procedures and various programs offered.
12. Perform a variety of administrative duties such as, preparing periodic and special reports on programs, case status, occupancy and operations. Prepare and answer correspondence. Input financial information to Authority programs. Maintain records and statistical information.
13. Manage workload and maintain office in an efficient manner and professional condition.
14. Conduct activities to attract prospective applicants to housing programs to achieve high levels of occupancy. Maintain contact with prospective residents, social agencies, regulatory agencies, landlords and the general public.
15. Attend and participate in professional group meeting; stay abreast of new trends and innovations in the field of public housing programs.
16. Train, supervise, evaluate, and recommend discipline of assigned employees, and oversite of facility caretakers.
17. Be available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

QUALIFICATIONS:

Knowledge of:

- Low income tax credit program (LIHTC) qualification requirements
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Modern office procedures, business mathematics application, and statistical recordkeeping methods.
- Common administrative terminology and standard agency correspondence and report format.
- Application of filing, indexing, and cross-referencing methods.
- Basic Authority organization, rules, and regulations, including housing program principals, policies and procedures.
- General knowledge of pertinent Federal State, and local codes laws and regulations.
- Principles and procedures of recordkeeping.

Ability to:

- Interpret government regulations, interact with the general public and provide services to the public.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software.
- Supervise, plan, and coordinate the services and activities at multiple facilities.
• Properly explain departmental, Agency, and or program activities, policies, and procedures. Enforce compliance of lease agreements, housing regulations, and various program rules.
• Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
• Respond to requests and inquiries from the tenants and the public.
• Maintain confidentiality.
• Take effective independent action and make sound decisions.
• Follow policy and adhere to procedures.
• Explain Federal, State, and local codes, laws and regulations.
• Drive from site to site.

EDUCATIONAL/CERTIFICATION REQUIREMENTS:

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge, skills, and abilities is:

- High School Diploma and;
- Associates Degree or equivalent in Management, Business Administration or a related field;
- Bachelor’s Degree is desirable;
- Experience with USDA work desirable;
- Three (3) years of full-time, increasingly responsible experience in a position involved in the provision of community or housing services programs or work in a property management environment.
- Possess a valid Public Housing Manager Certificate or obtain such certification within one year of appointment.

PHYSICAL DEMANDS ON THE POSITION:

Essential and marginal functions (may) require maintaining physical condition necessary for sitting and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

Special Requirements:
• Must have the ability to communicate, read, and write effectively in both English and Spanish.
• Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
• Must possess current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the Housing Authority insurance Company.
• Must be insurable by the Housing Authority’s insurance carriers.
• Be available for emergency call-back to assigned facilities.
• Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITION, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION

FILING DEADLINE 4 pm August 1, 2016 Updated 6/29/16