

JOB DESCRIPTION

TITLE: Assistant Property Manager

SOURCE: Department of Housing Operations and Modernization

BASIC FUNCTION:

Will be responsible for overall management and operation of one or more public housing properties while servicing residents in the Memphis area.

RESPONSIBLE TO: Property Manager

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Assist with all rent collecting, money deposits, posting of monthly rent, determining rent basis for new residents and assessing charges for maintenance repairs and replacements. Take firm positive action to collect all rents.
2. Assist with planning, organizing, assigning, supervising and evaluating the work of assigned property staff in the absence of the property manager.
3. Must be knowledgeable of the ACOP and HUD rules and regulations and all other federal rules and regulations that govern housing programs.
4. Assist in managing the application process to determine eligibility for Public Housing and processes, including, but not limited to: determines family income, rent supplements, income verifications, and exercises final approval over applications for residency and lease agreements based on required application data collected and background information. Assist in orientating new residents on the practices of the MHA and HUD guidelines, rules and regulations. Assist in all social services and recreational needs of residents.
5. Assist in ensuring tenant satisfactions by providing a high level of customer service; cultivates and maintains partnerships with other departments and local government agencies; addresses resident complaints; makes judgments regarding tenant issues, reasonable accommodations for tenants and special medical considerations that may impact procedures or products used.
6. Able to interact with people of a diverse economic, ethnic, age and racial background.
7. Performs tenant accounting; authorized rent refunds or collection efforts.
8. Assist in directing and supervising maintenance staff to ensure all daily work orders, vacates, emergencies, and preventative maintenance is performed and inspects to ensure quality of work in the absence of the manager.
9. Assist in maintaining community appearance and ensure repairs are noted and completed in a timely basis.

10. Assists with conducting informal hearing with applicants when housing is denied.
11. Assist in ensuring leasing requirements including tenancy, house rules, rent collection; uses discretionary authority to take legal action when violations occur by service notices; tracks vacancy unit turns.
12. Assist in reviewing and approving annual and interim leasing re-certifications to ensure tenant meets occupancy requirements including tax credits and Public Housing guidelines; reviews third party verifications, income, assets and other family composition changes and utilize and verifies EIV information and reports and required.
13. Assist with jointly inspecting apartments with vacating resident to determine the condition and responsibility and cost for any required repairs; replacements and or cleaning.
14. Assist in counseling with all unsatisfactory housekeepers and eviction, if housekeeping habits does not improve.
15. Assist with coordinating Evictions of families who are in violation of various sections of the dwelling lease along with attending grievance hearings and court proceedings as needed.
16. Assists with conducting routine inspections for new move-ins and existing residents' housekeeping, UPCS and REAC preparation.
17. Completes incident reports for all acts of improper conduct, accidents and/or injuries of employees, residents, visitors, vendors, and contractors. Investigates and follow-up with all incidents to ensure resolution.
18. Work with Recertification and Admission Specialist in an effort to house applicants.
19. Assist in reporting of accidents involving employees and damage to MHA equipment and other properties. Complete and submit personal work injury reports to risk management when required.
20. Serve as on call manager to handle after-hours, weekend, and holiday calls from the contracted answering service for all high-rise and family units. Determine which calls require immediate service; assign to appropriate staff, contractor or other responders, handling each call until the emergency is abated. Also, respond to emergencies on evening and weekends, as required.
21. Attend Local and Federal Court.
22. Assist with preparing Legal Notices, Writ of Possession and Forcible Entry Detainer Warrants
23. Assist with submitting all manual adjustments to the Manager of Public Housing Operations for approval and processing.

24. Perform other related duties as assigned.

SUPERVISION RECEIVED AND GIVEN

Oral and written instructions are received from Property Manager and or designee. Supervises office in absence of manager.

Knowledge, Skills, and Abilities:

- Associate Degree in Business or other related field. Five years' experience in residential property management, customer service or program compliance.
- Considerable knowledge in affordable housing; including Public Housing, LIHTC programs. Be familiar with all Regulatory Agreements governing each community in portfolio and related agencies to ensure 100% compliance with all regulations and laws.
- Knowledgeable of basic accounting functions.
- Knowledge in Fair Housing guidelines.
- Considerable knowledge of commonly utilized software programs including spreadsheets, database management and work processing applications.
- Must have high level of interpersonal skills to handle resident and employee situations. Position continually requires demonstrated poise, tact and diplomacy.
- Must be able to interact and communicate with individuals of all levels of the organization as well as the public.
- Must be able to physically inspect property.
- Ability to travel to assigned property.
- Possession of a valid Driver's license.
- Must obtain a Public Housing Manager Certification within 12 months of hire date; if not already certified.
- Maintains a professional image and attitude.

PHYSICAL DEMANDS:

Some standing and walking required in touring properties and performing customer service satisfaction surveys and inspections in all types of weather. Works in an office setting, which is adequately lighted, heated and ventilated. Must be able to lift documents, files, etc. weighing approximately 20 pounds. Must be able to operate agency's computer software with accuracy and proficiency for prolonged periods of time.

EXEMPT

Applications with a current Resume may be filed at Memphis Housing Authority, 700 Adams Ave., Memphis, TN 38105 ATTN: Human Resources Department. All applications must reach the Authority before the close of business on **07/20/2018**.

MEMPHIS HOUSING AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER:

Appointments will be based on merit as it relates to position requirements without regard to race, age, religion, color, sex, national origin, or disability.