

Job Description

Job Title: Property Manager
JD# HO5
Department: HOUSING OPERATIONS
Reports To: Director of Housing Operations
FLSA Status: Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for overall management, operations, and admissions for one or more properties in the Authority's conventional public housing programs and providing regular reports on fiscal and occupancy status. The Property Manager is responsible for monitoring budgets, preparing reports of activities and fiscal status, monitoring operating practices and procedures.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Ensures compliance with applicable HUD guidelines as well as federal, state, and local regulations, laws, ordinances, and the Authority's administration of programs.
2. Represents the Authority in a positive, professional manner at all times and upholding the Authority's values and mission.
3. Ensures community is leased to fullest capacity and verifies eligibility/suitability of applicants.
4. Supervises, trains, and coordinates all onsite staff members to ensure all are contributing positively to the community to achieve goals and standards set by the Authority.
5. Handles all property personnel matters; interviews, sets goals, monitors performance, conference, and reprimands staff accordingly.
6. Manages a reasonable monthly rent collection rate and a reasonable quarterly collection loss write off; conference with tenants who are delinquent and makes appropriate resource

referrals when possible; assists with small claims court action and/or collection of bad debts.

7. Investigates tenant complaints and resolve tenant issues, prepares written incident reports, and initiates appropriate corrective action as needed; prepares and serves tenant warning notices and appears in eviction proceedings.
8. Prepares and submits 50058 report in a timely manner.
9. Responsible for move-in/move out procedures, monitoring of service contracts, and timely response to resident service requests, ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts.
10. Performs new move-in/move-out, housekeeping, and emergency inspections, and re-inspections. Ensures Uniform Physical Condition Standards (UPCS) Protocol adhered to in performance of Real Estate Assessment Center (REAC) inspections as assigned. Oversees preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.
11. Schedules routine pest control monthly.
12. Informs residents of REAC inspections and accompanies REAC inspector on inspections.
13. Effectively handles complaints and legal matters within area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.
14. Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary. Monitors abandoned units.
15. Interacts with General Counsel to initiate court proceedings against residents for non-payment of rent within time frame allowed by law to expedite cases, issues eviction notices when necessary.
16. Identifies program integrity issues and follows through to ensure referral and/or prompt action is taken to resolve the issues.
17. Oversees Accounts Payable ensuring invoices are submitted to the finance department for payment in a timely manner and adheres to the purchase order system.

18. Manages the work order system ensuring that all open work orders are completed and closed efficiently in a timely manner; periodically follow-up with resident to ensure resident satisfaction.
19. Inspects the property daily and addresses any curb appeal issues.
20. Monitor community expenditures and makes appropriate budget adjustments.
21. Inspects and supervises the work of all onsite staff, outside vendors and contractors.
22. Performs the recertification of tenants conducting a thorough timely review of tenant provided information to identify income, assets and qualifying deductions while following the HUD Verification Guidelines for verifying information.
23. Conducts quality control reviews of tenant files in accordance with appropriate rules and regulations.
24. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
25. Performs emergency and after-hours work as necessary and/or required.
26. Monitors, reviews, and analyzes housing management data and prepares monthly, quarterly, and annual and/or other reports as required addressing occupancy, delinquency rates, and other related information in a timely manner.

SUPERVISORY RESPONSIBILITIES

The Property Manager receives instructions primarily from the Director of Housing Operations. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when problems are brought to the attention of the supervisor and when the supervisor is contacted by the employee for direction. The employee's work is reviewed for accuracy and compliance with Authority policies, federal, state, and local regulations, and attainment of objectives.

The Property Manager gives instructions to subordinates that are generally broad and nonspecific; however, instructions are occasionally direct and specific to address a particular situation or problem. Employee monitors the work of subordinates for accuracy, completeness, conformity to policy, achievement of goals and objectives, evaluates employee job performance, and recommends hiring, training, firing, and disciplinary actions.

QUALIFICATIONS AND COMPETENCIES

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 Authority. 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

1. Thorough knowledge of Authority policy and procedures as they pertain to property management and occupancy.
2. Thorough knowledge of HUD rules and regulations that apply to public housing management.
3. Working knowledge of laws and standards that apply to public housing property management, such as Fair Housing Laws, OSHA Standards, local and state building codes.
4. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
5. Working knowledge of the operation of the Authority's computer system and applicable software.
6. Working knowledge of the agencies that provide assistance and services to residents, including knowledge of eligibility requirements.
7. Knowledge of mathematics and general accounting procedures sufficient to perform calculation required for summarizing rent collections, making deposits, rent adjustments, and assisting the Director of Housing Operations in preparation of the annual operating budget and long-term budgets.
8. Ability to maintain required records such as resident files, vacancy reports, etc.
9. Ability to provide excellent customer service.
10. Ability to develop and maintain cooperative working relationships with residents, employees, vendors, and contractors.
11. Ability to manage time efficiently, work independently and is detail oriented.
12. Ability to procure goods and services in accordance with Authority procurement procedures and in keeping with the approved operating budget for the property.
13. Skilled in strong leadership skills to provide motivation and direction for the community and provide quality services to culturally diverse population.
14. Ability to adapt to changes in the work environment; work with frequent interruptions and responds calmly and professionally to emergency situations.
15. Ability to maintain confidentiality.
16. Ability to prioritize and organize workloads, multitask, adapts quickly to change, and deliver under the pressure of deadlines.
17. Skilled in effective communication both verbal and written.

18. Ability to prepare concise and accurate reports.
19. Ability to solve practical problems and deal with a variety of variables in situations, making rational and appropriate decisions. Must maintain punctuality and attendance as scheduled.
20. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

EDUCATION AND EXPERIENCE

High school diploma/GED with Associate degree in Business, Public Administration, or Social Sciences from an accredited college or university preferred and at least two (2) years of progressively responsible experience in management or in an administrative capacity in property management or low-income housing, or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- An Accredited Public Housing Manager
- Occupancy Standards
- Rent Calculation
- Enterprise Income Verification System (EIV)
- Uniform Physical Condition Standards (UPCS)
- Procurement and Contract Management
- Certified Maintenance Manager (CMM)
- Fair Housing

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. Must possess the ability to detect auditory and/or visual alarms and be available to work extended /flexible hours and weekends as needed.

CONTACTS

The employee's personal contacts are mostly with local officials (police, city council members, City Code Enforcement), outside service agencies, contractors, advertising contacts, social workers,

other employees, and residents assisted by the Authority. The purposes of these contacts are to obtain or provide information, plan and coordinate, and to advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Contact often requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals, and potentially volatile situations.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE