

## Job Description

**Job Title:** Assistant Property Manager  
**JD#** HO6  
**Department:** HOUSING OPERATIONS  
**Reports To:** Property Manager  
**FLSA Status:** Non-Exempt  
**Approved Date:** 2021

### JOB SUMMARY

Responsible for assisting in managerial and administrative work involving the management and operation of Authority properties.

### 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. Complies with all federal rules and regulations, as well as Authority rules and regulations.
2. Represents the Authority in a positive, professional manner at all times and upholding the Authority's values and mission.
3. Aids in enforcing occupancy policies and procedures; conducts new resident orientation; shows units, explains lease, and briefs residents on all Authority policies and procedures governing their possession and continued occupancy of the unit.
4. Accurately calculates resident's family income; determines the correct amount of rent, eligibility, deductions, continued occupancy, and unit bedroom size in accordance with occupancy policy.
5. Collects rent and maintains accurate collection records for all rents, security deposits, and other charges; reviews account receivable report daily; and document collection activities for all delinquent accounts.
6. Actively coordinates recertifications throughout the month; mail/hand deliver notification letters for annual and interim recertifications in a timely manner.

7. Mail/hand deliver delinquent notices, eviction letters, rent change notices, and other correspondence to residents when necessary.
8. Assists with the completion of documentation for resident files and/or property management; works diligently to ensure that all new move-in files are complete and orderly.
9. Accomplish tasks in a timely manner, while maintaining the highest quality possible.
10. Participates in the counseling of residents who are not complying with policy and/or procedure or who have economic, social, legal, health, or other problems and referring them to social service staff or agencies when indicated and document in resident's file.
11. Conducts annual, special, and vacant unit inspections to assess the condition of the property to see if repairs are needed and costs.
12. Assists Property Manager in showing vacant units to prospective residents, assists in processing applications, quotes price, describes features, discusses terms of lease, and communicates property and community amenities and available neighborhood services.
13. Maintains quality control on resident records and files to ensure consistency and compliance with regulations and program requirements.
14. Processes move-outs in accordance with Authority policies and procedures, including conducting move-out inspections and exit interviews, prorating of rent, calculating applicable charges, recommending retention or return of security deposit if applicable, and tracking and closing resident files.
15. Receives calls from residents and/or Property Manager requesting maintenance services and determines whether the nature of the work orders is of an urgent, emergency, or a routine nature. Prioritizes by categories, enters data into computerized system, and routes to appropriate maintenance personnel.
16. Maintains a complete and accurate daily log tracking work orders generated, closed, and in progress, and updates status of all pending work orders. Maintains complete and accurate work order files for each unit.
17. Monitors resident compliance with lease provisions, reports instances of resident fraud and abuse to deter and/or prevent same, investigates and documents violations, advises Property Manager as appropriate, and communicates required remedies to residents.

18. Identifies program integrity issues and follows through to ensure referral and/or prompt action is taken to resolve the issues.
19. Generates required reports in an accurate and timely manner, providing support documentation as appropriate.
20. Oversees, coordinates, and maintains calendar of events and users for multipurpose room.
21. Orders and maintains inventory supplies for office and maintenance.
22. Attends regular in-house trainings and informational meetings.
23. Acts for the Property Manager during his/her absence.

### **SUPERVISORY RESPONSIBILITIES**

The Assistant Property Manager receives instructions primarily from the Property Manager. The employee receives specific instructions regarding areas with which the employee is not familiar, priorities, deadlines, when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. In familiar, regularly occurring duties, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee's work is reviewed regularly and closely for accuracy, timeliness, and conformity to organizational policies, federal, state, and local regulations, and attainment of objectives. The employee has no supervisory responsibilities.

### **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 operating policies and procedures; principles, practices and techniques, HUD regulations pertaining to low-rent housing; and services available through local social service agencies.
2. Good knowledge of leasing agreement procedures, recertification process, public housing standards, and Uniform Physical Conditions Standards Inspections (UPCS).
3. Thorough knowledge and experience in a housing assistance program or social services field.
4. General knowledge of Landlord Law, procurement regulations, and OSHA requirements.
5. Ability to accurately and completely document in writing appropriate events and activities.
6. Ability to provide excellent customer service.

7. Ability to develop and maintain cooperative working relationships with residents, employees, vendors, and contractors.
8. Ability to maintain the office in an orderly and organized fashion by maintaining files and ensuring that all resident files and information are kept private and confidential.
9. Ability to manage time efficiently and is detail oriented in a fast pace office environment.
10. Ability to calculate figures and amounts such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
11. Ability to adapt to changes in the work environment; work with frequent interruptions and responds calmly and professionally to emergency situations.
12. Skilled in effective communication both verbal and written.
13. Ability to solve practical problems and deal with a variety of variables in situations, making rational and appropriate decisions.
14. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Authority policies and procedures.
15. Ability to interview and counsel residents and deal effectively with situations that require tact and diplomacy, yet firmness.
16. Ability to prepare clear and concise narrative and statistical reports.
17. Must maintain punctuality and attendance as scheduled.

### **EDUCATION AND/OR 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:

- Occupancy Standards
- Rent Calculation
- Fair Housing
- Enterprise Income Verification System (EIV)
- Uniform Physical Condition Standards (UPCS)

## **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. Office environment. The noise level in the work environment is moderate.

## **CONTACTS**

The employee's personal contacts are mostly with residents, coworkers, local officials (police, judges), outside service agencies, utility companies, contractors, and advertising contacts. 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.

Regularly, contact requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals.

## **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 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.

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**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**

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**SUPERVISOR SIGNATURE**

\_\_\_\_\_  
**DATE**