



# Job Description

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**POSITION TITLE:** Property Manager

**DEPARTMENT:** South Mississippi Housing and Development Corporation (SMHD)

**STATUS:** Full-Time/Exempt

## **SUMMARY:**

Under the direction of the Area Manager, the Property Manager is responsible for the overall operation of the property, and the day-to-day implementation of those policies, procedures and programs that will assure a well-managed, well-maintained property operating within established management policies and Federal/State regulatory compliance requirements. This includes developing within the property a supportive environment for all residents, managing the onsite staff and interacting with and supervising vendors/contractors. The Property Manager initiates and supports optimum processes for collections, resident services, maintenance, revenue enhancement, capital improvements, information reporting, and compliance.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

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.

- Work with Area Manager to implement and maintain property management policies and procedures of the overall property operations;
- Ensure compliance with all applicable LIHTC rules and regulations; and all related HUD regulations, HOME, CDBG, Public Housing, Housing Choice Voucher; all local laws; submission of any and all reports on a timely basis;
- Supervise staff assigned to the property management function; may be called upon to assist Area Manager to train staff on the full range of property management responsibilities; hire, discipline, approve leave; completion of annual performance reviews; prepare and submit timesheets and payroll adjustments;
- Maintain vacancy information as required by investors, syndicators, and monitoring agencies;
- Achieve financial solvency through cost reduction and implementing systems to achieve 0% rent delinquency; utilize selection and retention strategies to maintain 100% occupancy level;
- Participate in the preparation of the annual operating budget, and work with Area Manager to operate within budgetary guidelines;
- Assist Area Manager in reviewing bids for contract work when needed; ensure adherence to proper preventive maintenance schedules; manage small, routine contracts.
- Manage health and safety programs, including training in fire safety, general emergency procedures, and in the use of emergency equipment;

- Execute marketing and advertising campaigns for apartment leasing and coordinate leasing events such as an open house, realtor tours, and resident promotional activities; prepare and submit quarterly competitive marketing analysis; lead tours of property, show vacant units and market property amenities as needed;
- Screen, review, and approve all applications; lead lease orientations and signings, and submit relevant documentation;
- Assist with the development and implementation of resident services programming;
- Oversee property's answering service, ensuring superlative customer service, up-to-date calling sequences, and accurate contact information; notify residents of all issues affecting their tenancy; enforce lease requirements;
- File court documents for eviction and attends scheduled court hearings as Landlord's representative;
- Oversee security deposit administration including inspecting units to determine resident's balance or refund, prepare disposition letters, and process security deposit returns;
- Maintain building security measures, ensure proper incident documentation and notification to management, owners, and insurance carriers;
- Maintain familiarity with all procedures and requirements of accounts payable and accounts receivable; develop and utilizes sound rent collection procedures, including following up with delinquent accounts;
- Ensure property's filing system is maintained and includes tenant, applicant, accounting, and vendor and contract files;
- Ensure proper delivery of rent deposits to financial institutions and submit all related documentation for accounting related purposes;
- Monitor landlord-tenant relations and mediate disputes when necessary; collaborate with Support Services to provide residents referrals to appropriate agencies;
- Utilize maintenance software program to enter in and track work orders, and regularly review maintenance reports;
- Inspect apartments for move-in condition (pre-inspection) and turnover status; direct administrative and maintenance associates in annual unit inspections and annual recertification of residents;
- Remain current on and compliant with policies and laws affecting the marketing and leasing of the property, including the Company's leasing agreement, Landlord Tenant code, Fair Housing laws, and other applicable laws; and
- Establish and perform quality control checks of work performed by all maintenance staff, as approved by Area Manager and maintain records and related reports required from maintenance personnel.
- Work with the Area Manager to recruit qualified maintenance staff and ensure adequate training is provided.
- Oversee the vacancy turnarounds.
- Perform additional duties as assigned.

**KNOWLEDGE/SKILLS/ABILITIES REQUIRED:**

- Certification or the ability to obtain certification in one or more of the following: Housing Credit Certified Professional, Certified Occupancy Specialist, Accredited Resident Manager, Specialist in Housing Credit Management;
- Three years of property management experience along with related college education and/or a combination of education and property management.
- Ability to perform in a busy, changing, multi-tasking work environment;
- Strong oral and written communication and previous supervision experience is required.
- Experience with affordable housing and/or Low-Income Housing Tax Credit properties;

- Experience working with Section 8 or other HUD subsidy programs;
- Must be proficient with Microsoft Office (Excel, Word and Outlook);
- Ability to work with OneSite; and
- Must have a current and valid motor vehicle operator's license and maintain a good driving record.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

I have received a copy of my job description and understand that this is one of the areas that my evaluation of my job performance will be based upon.

Signed: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_