

AUBURN HOUSING AUTHORITY

Position Vacancy Announcement and Position Description

Position Title	Property Manager II (LHA)	Department	Multifamily Housing
Reports To	Multifamily Housing Director	Employment Status	Full-Time
FLSA Status	Non-Exempt	Salary and Grade <i>(Compease 2021 Grade 5)</i>	\$12.55 - \$18.82
Date Posted	July 26, 2021	Date Closed	Open Until Filled

Summary

The primary purpose of this position is to manage project-based voucher (PBV) units of the Lafayette Housing Authority (LHA). The incumbent enforces lease agreements and timely rent payments by residents, ensures that all housing procedures are adhered to, and that units are compliant with applicable regulations. The position also spearheads resident service programs. The position may also provide property management at other properties owned and managed by the Auburn Housing Authority.

All activities must support the Auburn Housing Authority (“AHA” or “Authority”) and its managed agencies’ missions, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

Leasing

1. Ensures property is rented to the fullest capacity.
2. Ensures all leases are current, properly executed, and enforced.
3. Coordinates with the Housing Choice Voucher (HCV) Department to ensure eligible applicants are on the wait list.
4. Screens eligible applicants for suitability and makes unit offers timely and regularly to maintain a high occupancy rate.
5. Enforces lease, issues lease violation notices, conducts lease conferences, and attends informal hearings.
6. Issues demands for possession and lease terminations, request check requests, prepares evictions for management approval, files approved evictions with attorney, and assists Regional Property Manager with preparing to represent LHA for a grievance hearing or at court during eviction proceedings.

Property Management

1. Maintains property appearance and ensure repairs are noted and completed in a timely manner. This requires regular community inspections and tours.
2. Maintains an onsite presence and is readily available to tenants during established business hours for assigned property or properties.
3. Works with the Maintenance Division to obtain move in and move out information performed by Maintenance. Processes the work orders to maintain an accurate record of apartment status.
4. Monitors and closes work orders to ensure they are processed and completed timely.
5. Enters any charges from work orders and assures they are assessed correctly.

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6. Coordinates Housing Quality Standard (HQS) inspections with the HCV Department, inspection contractor, and the Maintenance Department.
7. Participates in annual inspections and conducts housekeeping inspections.
8. Coordinates with the utility companies related to utility service.
9. Ensures all LHA properties are treated for pest control monthly and handles retreatments for all forms of infestation and schedules bedbug treatments.
10. Maintains log with information related to vacancies, eligible applicant request, offers, etc.
11. Handles resident concerns, disputes, and requests in a timely and professional manner.
12. Assists the Resident Services Coordinator and/or implement resident retention programs (i.e., resident functions, special promotions, monthly newsletters, etc.).
13. Monitors and enforces bannings.
14. Works to ensure the LHA maintains high performer status.

Financial

1. Maintains accurate records of all rental transactions and submit reports in a timely manner (i.e., end of the month, Board, etc.).
2. Ensures that all rents, late fees, and other tenant charges including maintenance work order charges are posted, collected, and deposited in a timely manner.
3. Conducts the month end process by posting all rent, late fees, and other charges.
4. Ensures that utility bills are reviewed for accuracy and submitted for payment in a timely manner.
5. Processes housing assistance payments (HAP), reconcile, and make adjustments as necessary.
6. Requests posting adjustments when applicable.
7. Requests vacancy payments and monitors to ensure payments are received.
8. Monitors collections that have been forwarded to the collection agency by the Cashier.
9. Proactively collects outstanding balances by making collection calls, mail outs, etc.
10. Prepares tenant write off for Board submission and enters data.

Administrative

1. Adheres to company guidelines (i.e. PBV Landlord Policy, Lease, HAP contract, etc.) to ensure orderly and efficient workflow.
2. Ensures all leases and corresponding paperwork are completed and filed accurately and in a timely manner.
3. Ensures current resident files and previous move out files are properly maintained.
4. Ensures all administrative paperwork is accurate, complete, and submitted in a timely manner.
5. Adheres to the goals and objectives of LHA's HUD 5-year Plan and Annual Plan and implements initiatives to comply with the plans.
6. Provides feedback related to amendments to company policies and procedures.
7. Creates and issues mass notices to tenants regarding preventative maintenance, service interruptions,

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inspections, etc.

8. Provides the Regional Property Manager all information to complete the Board report and end of the month report.
9. Prepares information for the annual audit.
10. Refers clients to social service agencies as needed.
11. Assists with the Resident Advisory Board outreach as needed.
12. Complies with other leasing, property management, financial, administrative and miscellaneous duties as assigned.

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.

Job Competencies

1. Knowledge of the general operations and procedures of AHA properties and HUD housing programs.

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2. Knowledge of the regulations affecting AHA's housing programs and demonstrated ability to understand the terms, conditions, and content of AHA's standard operating procedures for property management.
3. Knowledge of the proper AHA procedures for collecting, processing, and recording rental transactions.
4. Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
5. Skills in providing instruction on the HUD and AHA program requirements to potential participants.
6. Skills in customer service and resident relations.
7. Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
8. Ability to perform program-required computations with speed and accuracy.
9. Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and up to one (1) year of experience in property management. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Four-Day Work Week (Monday - Thursday)

Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3-eligible individuals.

Application Process

To apply, please send a resume and cover letter to lsquiers@auburnhousingauth.org; the cover letter must include your salary requirements. Include the job title “Property Manager II (LHA) Position Vacancy” in the subject line of your email. If you have questions about the position, please contact the following:

Laura Squiers, Interim Multifamily Housing Director
lsquiers@auburnhousingauth.org
(334) 821-2262, ext. 243

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

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