

## **Property Management - Site Manager**

**Summary of position:** *The site manager will be responsible for the daily operations of their assigned property(ies). Additionally, they will assume responsibility for quality tenant service. Compliance with mandated regulatory agreements and funders (e.g., LIHTC, RD and HCV ("formerly section 8")). Strong commitment to the health and safety of tenants, demonstrated by actively engaging in policy, leasing agreement, and challenges in a tactful and timely manner. Ensure cleanliness of shared areas and property curb appeal.*

**Supervisor:** Regional Property Manager or designee

### **Education/Qualifications:**

- GED or High School diploma and three (3) to five (5) years Property Management experience required.
- Associate degree in business and/or social service **AND** two (2) years' experience in Property Management preferred.
- Required Tax Credit Designation **OR** willing to obtain within 6 months of hire.
- Strong ethical practice and intentional concern for the confidentiality of each person.
- Proficient file management and organizational ability.
- Demonstrated professional interpersonal skills.
- Valid driver's license

### **Key Job Functions:**

- Screen tenant applicants, conduct interviews, and verify all sources of income to confirm applicants meet income eligibility requirements.
- Process initial, annual, and interim recertification to ensure tenants remain eligible and in compliance with property regulations, lease agreement, and income eligibility.
- Prepare lease, educate tenants regarding rights and responsibilities, and execute by act of tenant(s) signature.
- Collect tenants' security deposit per lease agreement.
- Collect monthly rent from each tenant and work to resolve late rent payment and prepare re-payment agreements.
- Deliver lease violation and begin eviction process as prescribed by law and regulations.
- Ensure compliance and confirm with maintenance staff the status of maintenance repairs and tenant satisfaction.
- Function as property ambassador, educating tenants and potential tenants on the community, property amenities, area food and retail locations, and points of interest.
- In support of Regional Property Manager, maintain acceptable occupancy rates.
- Develop and maintain open positive communication with tenants.
- Communicate tenant move-in and move-outs with maintenance staff to facilitate a positive experience for all parties.
- Partner with maintenance staff to ensure unit turnovers are completed timely and meet or exceed AHD's expectations and standards.
- Act as a liaison between maintenance staff and tenants to ensure work orders are reviewed, prioritized, and completed timely and meet or exceed AHD's expectations and standards.
- Conduct daily (x2) property walk through, perform routine housekeeping, and ensure cleanliness of all shared areas, laundry room, public restrooms and outdoor greenspace and hardscape.
- Perform general administrative tasks, including but not limited postal mail/email correspondence, rent roll, YARDI, telephone calls, filing, etc...

**Key Job Functions – contd.:**

- Maintain and update all records associated with the properties in an accurate and timely manner.
- Assume full compliance with all funding regulations.
- Prepare reports and complete forms as required by Rural Development, DHCR, LIHTC, and HCV (*formerly section 8*) upon request and in accordance with deadline.
- Maintain a waiting list of potential tenants.
- Collect and reconcile laundry money.
- Assist the Regional Property Manager or designee in budget preparation when requested.

**Arbor Housing and Development Expectations:**

- Report on time and work your scheduled shift, except in cases of emergency.
- In the event of a personal emergency, contact the Regional Property Manager or designee immediately.
- In the event of a property/tenant emergency contact local law enforcement, or 911 immediately then contact the Regional Property Manager or designee.
- Adhere to AHD Personnel Policy Manual as it pertains to Employee/Client boundary policy and procedure.
- Effectively discharge the key job functions of your position in accordance with Property Management regulation, procedures, and protocol, MSDS, Personnel Policy Manual, AHD Code of Conduct.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment.
- Foster a respectful environment and refrain from unprofessional conduct.

**Physical Demands / Environment**

- Sit or stand for extended period of time while completing key job function.
- Operate a telephone, computer, and office equipment.
- Frequently lift and/or move up to twenty-five pounds.
- Reach, bend, stoop, sit, stand, kneel, walk, climb stairs as necessary to complete key job functions.
- Professional office setting located at assigned property.

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.