



JOB DESCRIPTION

Property Manager

JOB SUMMARY

Manage a small portfolio of affordable housing developments. Recruit, screen and select residents for properties in conjunction with Regional Manager, Occupancy Specialist and Compliance Manager. Negotiate and monitor leases. Recommend property related contracts and vendors.

ESSENTIAL FUNCTIONS

- Manage the day to day operations of affordable housing properties.
- Open office daily by time posted on door and open blinds before doors open.
- Conduct daily team meetings to schedule staff's day according to the needs of the sites.
- Answer phones, check and respond to messages and emails
- Order office supplies
- Adhere to annual budgets
- Advertise and market available apartments, including posting online ads on Craigslist.
- Screen and determine eligibility of applicants, process those determined eligible through the move-in process
- Assist in obtaining verifications needed for applications and recertifications.
- Complete initial move-in process (show units, sign leases, turnover keys, and complete move-in inspections). Explain the process in terms the applicants/residents understand to ensure compliance with program rules.
- Complete pre-and-post move-out inspections and assess damage charges.
- Collect rent and all applicable fees and/or resident charges, track delinquent accounts, initiate and follow through with legal proceedings for nonpayment and cause evictions
- Solicit bids/proposals to replace/repair items as needed. All bids and proposals must be approved by RPM.
- Develop understanding of and adhere to all Company policies and procedures.
- Develop understanding of and adhere to all relative regulatory agency rules and regulations.
- Develop understanding of agency agreements, contracts and management plans for respective properties.
- Coordinate and perform annual unit, monthly site, and other inspections (i.e. Regulatory Agencies & Investors).
- Coordinate turnover and schedule contractor work with assistance of Maintenance Technicians. Replacements (including paint and flooring) must be approved by Regional Property Manager
- Communicate with Maintenance personnel regarding work orders, capital and property improvements, inspections, preventative maintenance programs, and resident issues.
- Walk the building and grounds to monitor building (including public bathrooms) and grounds maintenance performance and assess safety, security risks and capital needs. Any concerns are to be addressed with Regional Manager, Maintenance Staff or Vendor as appropriate.
- Walk vacant units at least weekly to avoid unforeseen catastrophes
- Coordinate scheduling vendors and placing orders with maintenance. Orders are to be placed by maintenance but, reviewed by Site Manager prior to order being placed. All orders over \$300 require Regional Property Manager's approval
- Responsible for ensuring maintenance and cleaning staff have all units turned within 3-5 days of being vacated.
- Handle resident complaints and lease compliance issues. Lease violation letters are to be reviewed by RPM prior to distribution.
- Maintain resident confidentiality.
- Professional conduct and appearance at all times
- Completes training programs as required by company, federal and state guidelines (ongoing).
- Other duties as assigned.



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QUALIFICATIONS

Knowledge: Correct English usage, grammar, spelling, punctuation, and arithmetic. Excellent analytical and negotiating skills; proficient in use of Microsoft Office products.

Skill: Strong organizational skills and ability to work effectively with others. Excellent interviewing and communicating skills. Ability to travel, to work independently and as part of a team. Ability to complete tasks on a timely basis. Ability to work with diverse ethnic and low-income families in a professional manner. Ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy. Ability to handle emergency situations and pressure due to complexity and time sensitivity

Education/Experience: Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. College Degree preferred. Thorough experience in managing multi-family housing.

PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time
- Ability to lift 0-40 lbs
- Ability bend, kneel, reach, squat, and climb

REPORTS TO: Regional Property Manager

SUPERVISES: Maintenance and Janitorial Staff

NOTE: THIS DESCRIPTION IS NOT INTENDED TO BE A COMPLETE STATEMENT OF JOB CONTENT, RATHER TO ACT AS A GUIDE TO THE ESSENTIAL FUNCTIONS PERFORMED. REASONABLE ACCOMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS. MANAGEMENT RETAINS THE DISCRETION TO ADD OR CHANGE THE DUTIES OF THE POSITION AT ANY TIME. INDIVIDUALS WHO WORK AT REALTY RESOURCES MANAGEMENT ARE "AT WILL" EMPLOYEES. A MORE COMPLETE EXPLANATION OF REALTY RESOURCES MANAGEMENT PERSONNEL PROCEDURES IS DESCRIBED IN THE PERSONNEL MANUAL.



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