**HOUSING AUTHORITY OF BREVARD COUNTY**

**JOB DESCRIPTION**

**POSITION TITLE:** **PROPERTY MANAGER**

**NATURE OF WORK:**

This is a highly skilled supervisory and administrative position involving the management of the day-to-day onsite operation of federal, state, county, and city housing programs. Under the direction of the Director of Housing Administration, the incumbent is responsible for quality service to the residents, performance of assigned properties, supervision of other onsite staff, maintaining the physical asset, and monitoring regulatory compliance and company policies and procedures related to property management. Duties are performed with a considerable amount of independent judgment within established federal, state, and local guidelines.

**TYPICAL DUTIES:** (Duties are illustrative only and not meant to be all-inclusive)

**General Administration**:

1. Maintains courteous and continuous communications with associates, residents, and applicants in a respectful and professional manner.
2. Practices and sets example for and implements conduct in accordance with established policies and procedures.
3. Maintain the property business office in a neat, orderly, and business-like manner always with regularly scheduled office hours per established procedures.
4. Ensure accurate screening and orientation of applicants for eligibility.
5. Establish and maintain an eligible applicant waiting list per established procedures.
6. Show vacant units utilizing professional marketing procedures. Maintain a high level of continued occupancy by leasing property in a timely manner.
7. Maintains working knowledge of leasing policies and procedures and performs functions related to leasing and lease renewals. Ensures effective and appropriate implementation in accordance with Fair Housing policies and procedures.
8. Ensure that tenant files are maintained with related documentation regarding continued eligibility and adjustments.
9. Maintain an internal accountable audit system to monitor all phases of daily operations to ensure compliance with rules and regulations.
10. Prepare site budget and monitor expenses to ensure spending is within guidelines.
11. Process requests for rent adjustments in accordance with established procedures.
12. Work closely with the Director of Housing Administration to keep him or her informed on critical management problems.
13. Maintain and reconcile the property’s petty cash fund.
14. Maintain and reconcile the property’s declining budget sheet.
15. Purchase office supplies and other administrative supplies for the property.

**General Administration (continued):**

1. Supervise the preparation and responsible for submission of daily statement reports.
2. Participates in program policy development with Executive Staff.

**Maintenance and Grounds**:

1. Oversee maintenance of the grounds, trash container areas and common areas not allowing any trash or debris to accumulate.
2. Conduct property inspections, including move-in, housekeeping, move-out and grounds to ensure adherence to established standards.
3. Distribute and post all notices regarding compliance to rules and regulations when a violation occurs.
4. Oversee all work associated with the upkeep and maintenance of the grounds.
5. Maintain records of the status of assigned units, e.g., filled, vacant, anticipated vacancy, etc.
6. Assist with security activities by communicating with local police regarding specific problems and participating in “knock and talk” as needed.
7. Be always available, either personally or through other site personnel for emergency calls.
8. Complete and submit incident reports for all events that may involve injury or damage.

**Tenant Relations:**

1. Address resident concerns in a professional and courteous manner.
2. Resolve conflict and complaints among residents, if possible, to avoid grievances.
3. Refer residents with special problems, such as economic, social, and legal or health issues to groups or agencies that aid, or to the Community Services Coordinator.
4. Counsel residents who are not complying with the terms of the lease.
5. Follow-up on delinquent accounts and pursue collections in accordance with established procedures.
6. Maintain liaison with the Community Services and ROSS Coordinators to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate.
7. Schedule and complete customer surveys to identify resident needs, assess quality of services, etc.
8. Recommend eviction if resident behavior warrants and prepare related documentation to support documentation.
9. Participate in hearings and appeals as needed.

**Personnel Administration:**

1. Participate in the hiring, training, and supervision of site staff.
2. Assign management personnel to specific duties and monitor their work to ensure compliance with all state, federal and local regulations.
3. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
4. Review and approve leave requests for assigned staff and monitor unscheduled time off.
5. Train or assist in training other site personnel.
6. Prepare and review performance appraisals and discuss with subordinates as appropriate.
7. Counsel employees regarding poor job performance and document in accordance with established procedures. Recommend disciplinary action as needed.
8. Other duties as assigned.

*The Property Manager is authorized to delegate authority to key employees. Any such delegation must be approved by the Director of Housing Administration. The Property Manager’s responsibility is always primary, even for activities delegated to subordinates.*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Ability to plan, organize and direct the work of subordinates and to develop improvements in management techniques.
* Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies and the public.
* Good judgment with the ability to handle sensitive or confidential information.
* Knowledge of Authority policies and procedures, particularly as they pertain to property management.
* Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management.
* Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, local and state building codes.
* Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
* Basic knowledge of building maintenance, fire prevention and liability reduction principles.
* Knowledge of community agencies that aid and services to residents, including some knowledge of eligibility requirements.
* Strong verbal and written communication skills, including good knowledge of English composition and grammar.
* Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections and rent adjustments.

**Knowledge, Skills, and Abilities (continued):**

* Ability to prepare clear and concise reports and make appropriate recommendations within scope of responsibility.
* Ability to maintain required records such as tenant files, vacancy, and property reports, etc.
* Ability to procure goods and services in accordance with Authority procedures and in keeping with the assigned operating budget for the property.
* Skilled in analyzing situations to identify problems and offer possible solutions.
* Must possess good computer skills including Microsoft Office (Word, Excel, and Outlook).
* Must be Bondable.

**TRAINING AND EXPERIENCE REQUIRED:**

* A Bachelor of Arts or Science degree in Public Administration, Business Management, or related field.
* Five (5) years’ experience in a similar position. Public sector experience preferred.
* Minimum of six (6) months cross training or exposure to a housing program other than of primary assigned position.

*Any equivalent combination of education, training and experience will be considered for this position.*

**SPECIAL REQUIREMENTS**:

* Selected candidate must possess and maintain a valid Florida driver’s license.
* Selected candidate must be a resident of Brevard County or willing to locate within six (6) months of employment.

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**APPLICATION INFORMATION**

All qualified applicants will receive due consideration for employment without regard to race, age, religion, sex, color, or national origin. No qualified handicapped person shall, based on the handicap, be subjected to discrimination in employment.

1. EMPLOYEES OF THE HOUSING AUTHORITY: Submit request to the Human Resources Office- [CWALKER@HABC.US](mailto:CWALKER@HABC.US).
2. JOB LOCATION: Brevard County, Florida