

**KNOX COUNTY HOUSING AUTHORITY
POSITION DESCRIPTION**

TITLE: PROPERTY MANAGER

STATUS: EXEMPT

REVISED: 06/13/2014

SALARY: \$37,500.00 – \$42,500.00 Commensurate with Experience

REPORTS TO: Executive Director/Assistant Director

SUPERVISION EXERCISES: Occupancy Staff, Resident Services Staff,
Maintenance Staff and any other staff assigned to
AMP

JOB SUMMARY:

Management of the day-to day operation of assigned low income public housing in accordance with established regulations and guidelines, including, but not limited to: daily oversight of the operation of the assigned property; execute necessary administrative property management functions (i.e. rent properties, collect and record rent and other charges, process evictions and make court appearances as needed); coordinate necessary operational and maintenance functions (i.e. directing onsite maintenance staff or contractors, receive requests for repairs, generate and close work orders); prepare and monitor annual budget; prepare reports of activities and operations; assist and encourage residents to become self-sufficient by referring to programs directed toward self-sufficiency; maintain continued occupancy by conducting inspections to ensure compliance with all applicable rules and regulations; conduct inspections to assure that all equipment is in proper working order and that vacant apartments are ready for occupancy; take steps to ensure safety and security services are provided to residents.

EXPECTATIONS:

It is essential that the Property Manager must exert all efforts to achieve High Performance status under the Public Housing Assessment System (PHAS) for the Asset Management Project(s) he/she manages. Specifically, the Project Manager must develop and implement policies, procedures, programs and services to achieve the highest ratings for PHAS indicators. AMPS with scores of 90 + are designated as High Performers; 60 – 89 are designated as Standard Performers; and < 60 are designated as Troubled. The Property Manager is expected to achieve High Standard to High Performer scores. Additionally, the Property Manager is expected to drive the culture of the Knox County Housing Authority, and instill and maintain a level of pride in the performance and appearance of properties under their control.

MAJOR DUTIES AND RESPONSIBILITIES:

Property management duties include, but are not necessarily limited to the following:

1. Supervising day-to-day maintenance of the property, including:

- a. Overseeing the development of the annual, monthly and weekly maintenance calendars upon which routine and preventive maintenance activities are scheduled and work orders issued;
- b. Supervising, logging, and monitoring the prioritization, assignment, close-out, and quality control of resident maintenance requests;
- c. Ensuring 24-hour emergency maintenance service is available;
- d. Walking the property daily (rain or shine) to ensure compliance with the uniform physical condition standards set forth at 24 CFR § 5, Subpart G. This includes, but is not limited to, checking for skips, curb appeal, hazardous conditions and other needs; inspecting common areas, hallways, community rooms, and interior hallways daily and ensures that work orders are issued to address deficiencies;
- e. Inspecting vacant units, assigning make-ready work, tracking make-ready time;
- f. Determining when and what residents should be charged for damages and neglect beyond normal wear and tear; maintaining the list of "charges in addition to rent" updated and accurate;
- g. Coordinating inspections of each unit, documentation of results and correction of all deficiencies, including workability of smoke alarms.

2. Responsibility for maintaining, the financial health of the property, including:

- a. Processing Rent Statements, 14 Day Notices and delinquent residents to the KCHA Attorney;
- b. Representing the AMP in court against delinquent accounts;
- c. Collecting rent and other charges from residents and entering corresponding data into computer system;
- d. Preparation, execution, and monitoring of site budget and revisions. Must assure expenses remain within budget and income projections are achieved to the maximum extent possible;
- e. Reviewing delinquent accounts and pursuing collections in accordance with established procedures;
- f. Preparing reports in accordance with established procedures i.e. Tenant Accounts Receivable delinquency;
- g. Purchasing goods, supplies and services when needed, when policies have been followed, and when funding permits and in accordance with threshold policies;

- h. Maximizing the property's income and minimizing expenditures consistent with HUD's required standards;
- i. Minimizing vacant units days and vacancy loss;
- j. Tracking monthly and year-to-date income and expenditures and making adjustments to financial practices when needed;
- k. Maintaining inventory control of all equipment, materials and supplies assigned to the site;
- l. Providing information to the Executive Director and the Assistant Director as required;
- m. Preparing or reviewing HUD financial reports as required.

3. Coordination of a high level of continued occupancy, including:

- a. Leasing property in a timely manner;
- b. Enforcing property rules, lease requirements, and maintaining associated records;
- c. Communicating with residents to inform them of policies, procedures, rules, and regulations governing their occupancy as residents;
- d. Issuing ban letters, as needed to Residents with guests engaging in anti-social activities, as well as, to Non-Residents engaging in the same activities on or off the property;
- e. Performing home visits of Prospective Residents as identified by the Admissions Specialists and based on the waiting list;
- f. Leasing units by showing the property, reviewing, and signing lease, issuing keys, etc.;
- g. Assisting with marketing and recruitment of applicants for the waiting list;
- h. Coordinating vacancy preparation in order to minimize time units are vacant and as such minimize vacancies;
- i. Ensuring that properties and grounds are maintained properly by onsite maintenance personnel and/or contractors performing emergency or non-routine maintenance;
- j. Generating work orders in response to requests for repairs from residents, coordinating completion of repairs, and closing out work orders in accordance with established procedures;
- k. Conducting property inspections, including move-in, move-out, housekeeping and grounds in order to assure adherence to established standards;

- g. Signing off on and maintaining employee time records, requests for time-off (RTOs), leave records, and over-time authorizations;
- h. Carrying out progressive discipline when needed;
- i. Working with employees to establish performance targets and appraising employee performance at least annually;
- j. Training staff as required;
- k. Participating in regular staff meetings, as well as problem-solving meetings;
- l. Interpreting and applying KCHA personnel policies, departmental policies, and other relevant policies and procedures.

6. General Requirements:

- a. Responsible for coordinating the property's safety program to insure compliance with applicable state and federal requirements and regulations. The work includes coordination of safety activities and inspections, analysis and applicable implementation of new and/or revised regulations, and coordination of any required staff training;
- b. Works cooperatively with other members of the agency, adjusting workload as necessary;
- c. Investigates and resolves resident complaints minimizing involvement of program manager and administration to the satisfaction of all parties;
- d. Communicates with applicants, residents, and other staff in a manner that is courteous and professional;
- e. Answers resident questions, providing information on status of rent, unit inspections, provisions of the lease, tenant obligations, program regulations, KNOX COUNTY HOUSING AUTHORITY policies and procedures, etc.;
- f. Returns calls to applicants and residents within one business day;
- g. Places information received through the mail, by fax or email in appropriate part of resident file within two workdays of receipt;
- h. Participates in the revision of agency policies and procedures;
- i. Submits monthly reports as requested;
- j. Provide information to the general public as appropriate;
- k. Make self available for emergency calls, either personally or through other site personnel;
- l. Maintain neat, orderly, and organized work space free from clutter and debris;

- m. Any other related or assigned tasks that support the goals and objectives of the Knox County Housing Authority.

Knowledge, Skills, and Abilities

1. Knowledge of Authority policies and procedures, particularly as they pertain to property management;
2. Knowledge of Department of Housing and Urban Development (HUD) regulations for Public Housing program operations and/or HUD maintenance standards.
3. Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, OSHA Standards, Local and State building Codes;
4. Knowledge of basic building maintenance, fire prevention, and liability reduction principles;
5. Knowledge of basic office practices, procedures, and equipment;
6. Knowledge of the principles of management and supervision;
7. Knowledge of the operation of authority computer system and software;
8. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements;
9. Knowledge of Basic English in order to communicate verbally and in writing;
10. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments;
11. Ability to read, understand, and interpret federal housing regulations, state and local laws, and associated policies and procedures; to compose and prepare general and technical documentation and to effectively implement local policy changes regarding aspects of public housing programs;
12. Ability to maintain required records such as tenant files, vacancy reports, etc.;
13. Ability to read and interpret policies and guidelines in order to make sound decisions;
14. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility;
15. Ability to use basic office equipment such as telephone, fax, copier, and computer;
16. Ability to communicate verbally and in writing;
17. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system;

18. Ability to establish and maintain effective work relationships with peers, superiors, subordinates, residents, community service agencies and the public;
19. Ability to supervise, monitor and evaluate other employees;
20. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements;
21. Skilled in analyzing situations in order to identify problems and offer solutions;
22. Skilled in communicating with all types of people in a wide variety of situations.
23. Mobility and manual dexterity to work in a standard office environment utilizing standard office equipment; mobility to traverse uneven terrain of the properties on a daily basis;
24. Ability to lift 15+ pounds for carrying items such as files, books, cases of paper, supplies, etc.

EDUCATION, EXPERIENCE, AND LICENSURE:

Any combination of education, experience, and training that would likely provide the required knowledge and skills is considered qualifying.

Bachelor's degree in management, business administration, social science area, or closely related field or an equivalent combination of education and relevant experience. Experience in program management, personnel management, knowledge of federal regulations pertinent to housing authority operation, and experience involving public contact preferred.

Within twelve (12) months of appointment, must obtain certification as a Public Housing Manager through an accredited or other approved certification association.

Criminal background check will be required.

Possession of a valid Illinois driver's license, and automobile insurability by the KCHA insurance carrier.

OTHER REQUIREMENTS/MISCELLANEOUS:

1. Supervision Given and Received

The Property Manager receives work assignments and instructions from the Executive Director and Assistant Director. At times, instruction will be specific, broad and general, both written and oral. The individual in this position must be able to work independently, performing relatively complex work in an accurate and timely manner without close supervision. Situations not covered by instructions may be referred to the Executive Director or handled by the Property Manager, depending on the circumstances. The Property Manager's work is reviewed sporadically for thoroughness, accomplishment of objectives, and compliance with existing policies and procedures. Property Manager

has direct supervision responsibility for all site staff including occupancy, maintenance, and resident services personnel, as well as all volunteers and educational interns assigned to the property.

2. Guidelines

Most work is performed according to existing procedures or written guidelines, such as HUD regulations, handbooks, desk references, or existing records. The Property Manager will frequently be required to use independent judgment in making recommendations and decisions.

3. Complexity

The Property Manager performs relatively complex work requiring a working understanding of HUD rules and requirements relative to public housing program eligibility, income, and rent procedures. In addition, the Property Manager must be able to handle complex interpersonal situations involving conflicts with skill and professionalism.

4. Scope and Effect

The Property Manager works with the public housing program participants, other KCHA staff, other agencies, and participant families. The Property Manager's work is essential to the successful operation of the public housing program. The Property Manager's efforts affect the Knox County Housing Authority's ability to maximize funding eligibility as well as the agency's performance within the Public Housing Assessment Subsystem (PHAS).

5. Personal Contacts

The Property Manager has continual contact with public housing program participants, other KCHA staff, other agencies, and participant families. Most contacts are structured in nature and the Property Manager is expected to use normal tact and professional courtesy. Occasionally a contact may be uncooperative or antagonistic, and the Property Manager would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Knox County Housing Authority.

6. Work Environment

The Property Manager's work involves primarily sedentary office work in a typical office environment. Additionally there is some degree of stress resulting from contact with applicants, participants, the public and other employees. The work of the Property Manager involves the normal risks or discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Additionally, the Property Manager is required to be visible on property, to interact with residents in their assisted units, perform unit and site inspections, and traverse uneven terrain to accomplish these tasks.

PERSONNEL INFORMATION:

This information represents a snapshot of the benefit package at the Knox County Housing Authority. A more detailed description of each benefit may be located in the KCHA Employee Handbook (R 03/01/2012).

1. SALARY ADJUSTMENTS – Salary increases are not automatic, but rather are based on the performance level of the employee. All salary increases, with the exception of salary increases resulting from classification changes, shall be recommended through the performance appraisal system. Newly hired employees beginning at the lowest level of the pay scale may be reviewed for a salary increase at completion of six (6) full calendar months. All others are reviewed for a salary increase at twelve (12) full calendar months, coinciding with the agency’s fiscal year.
2. PERFORMANCE MANAGEMENT SYSTEM – The agency’s performance management system consists of the following components:
 - a. Evaluations of job performance will be performed by program managers or other administrative staff no less than annually.
 - b. Program managers will conduct 1-on-1 sessions with staff quarterly;
 - c. An organizational culture analysis will be conducted annually, comprised of meetings, anonymous surveys, and follow up reporting aimed at providing employees with an opportunity to provide and receive 360° feedback.
3. HOLIDAYS – Paid holidays will be based on the observance of legal holidays for the Ninth Judicial Circuit, published annually. Generally, there are thirteen (13) paid holidays.
4. VACATION – Regular full time employees accrue paid vacation based on anniversary years of continuous service on the following basis:
 - a. 10 days – first day of employment through the fifth anniversary
 - b. 15 days – Between the fifth anniversary and the tenth anniversary
 - c. 20 days – Annually after the tenth anniversary
5. SICK TIME – Available after thirty (30) days of continuous employment. Sick leave is accrued at the following rates:
 - a. 0.86 days per month from the first day of employment through the seventh year of employment;
 - b. 1.25 days per month for each year beginning with the eighth year of service;

- c. Part-time employees receive sick days at $\frac{1}{2}$ the rate of full-time staff.
- 6. PERSONAL TIME – Two (2) Personal Days are provided to employees based on the fiscal year. It must be used as an 8-hour increment and it cannot be carried over to the next calendar year nor can it be paid off at termination. Personal days are charged against accumulated sick time.
- 7. LEAVE TIME – The agency provides for the following types of employee leave:
 - a. Medical, Personal, Bereavement, Military;
 - b. Jury Duty and Court Appearances;
 - c. Voting time – employees entitled to vote will be given up to two (2) hours paid time to vote.
- 8. INSURANCE - Effective dates begin on the first day of the month following 90 continuous days of employment.
 - a. 100% of single rates paid by the agency; family options available at cost to employee;
 - b. Health Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - c. Dental/Vision Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - d. Retirement – 401(a) and 457 plans.