CUMBERLAND HOUSING GROUP

JOB DESCRIPTION

Position Title:	Property Manager I	**Salary Grade:**	6
Department:	Property Management Services	**FSLA Status:**	Non-Exempt
Reports To:	Department Director	**Last Reviewed:**	1/19/2022
Positions Supervised: None			

General Description of Position

Under the direction of the Director of the Department of Property Management Services, this entry level and non-certified position is responsible for the day to day operations as assigned by the Director.   The position will receive training on basic office procedures and property management functions including, but not limited to, acquiring information required for certifying applicants and existing tenants for occupancy, collection of rent and other fees, maintaining accurate computer and manual records for daily activities.

This position is responsible for following funder's policies and guidelines for operating the program. Identifies potential impediments to operations and resolves problems confronting projects. Development projects will primarily involve housing, community facilities, and infrastructure. In coordination with the Department Director, the Property Manager will work with elected officials, community groups, and civic organizations to develop plans and facilities and gain support.

Position Duties and Responsibilities

- Provides administrative support to the Department of Property Management Services and the employees within the department.

- Responsible for the care and accountability of any equipment issued or used.

- Will study and become familiar with federal, state and city laws, codes, ordinances and regulations related to the operation of public and affordable housing.

- Will become familiar with the Admission and Continued Occupancy Policy, Residential Lease and all Addendums, Cumberland Housing Group policies, procedures, Barring List, and other related information within six months of employment.

- Provide personal delivery to residents of letters, notices, etc., from the office.

- Manages the application process by distributing and collecting applications for housing and obtains necessary information to complete the application process for housing. Enters application data into computer and updates as needed.

- Maintains accurate resident information by reviewing all resident information maintained on file.

- Performs various background screening of applicants, conducts intake conferences and interviews with applicants and tenants and conducts initial, interim and annual leasing orientation with tenants.

- Conducts wage/income checks of all residents annually at a minimum through various methods to provide accurate calculations and lease compliance.

- Prepares HUD 50058/50059 and other program data within the software system.

- Schedules and completes annual/interim adjustments and re-certification process.

- Prepares and presents documentation to supervisor to verify eligibility for continued occupancy in housing program.

- Conducts the following on site activities of their assigned development(s):
    o weekly informal inspections of all common areas, grounds and other required areas;
    o Will conduct inspection within all occupied units at a minimum of one time per year;
    o Site, Common Area and Building Exterior inspections twice a year;
    o Resident Move In and Move Out inspections; and
    o Other inspections or escort of contractors, third party inspectors, etc. as assigned.

- Ensures that all tenants comply with the lease terms by investigating possible violations, assessing the situation and presenting to the immediate supervisor.

- Attempts to solve problems directly with the tenant. Refers unresolved problems to supervisor.

- Enforce as well as issue verbal warnings to individuals violating the rules, regulations, policies, and procedures of the Cumberland Housing Group with the Director of the Department of Property Management Services advised of actions.

- Produce rent statements, receive and apply rent payments, late charges and other charges to resident account.

- Monitors the move-out process for planned, unplanned move-outs, and evictions.

- Explains and monitors the resident Community Service Program and tracks the hours for residents required to complete program.

- Generate maintenance work orders.

- Verify and monitor zero income tenants.

- Promote and assist in Crime Prevention and community event initiatives.

- Performs all other assigned duties related to the Department of Property Management Services and office operations as assigned.

Work Environment

- The position incumbent works in both an office and outside environment to perform job functions.

- Physical: Work is performed inside and outside of the developments owned by the Cumberland Housing Group. Essential functions require maintaining physical condition necessary for data entry, sitting, standing and walking for prolonged periods of time.

- Mental: The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization and of varying degrees of mental competency.

- Environmental: Work is performed in a climate controlled office environment as well as inside and outside of the Cumberland Housing Group developments. Employee is exposed to various weather conditions and to possible disruptive residents and non-residents.

- Work will require routine local and occasional out of area travel to attend education, meetings, conferences, and seminars.

- Work will require interaction with a variety of officials including funders, investors, design professionals, legal, marketing, government, and business representatives.

Required Qualifications for the Position

- Must be a high school graduate or have a GED. Associate Degree or higher in a related field is preferred.

- Must have valid vehicle operator's license with a driving record acceptable to the Cumberland Housing Group's insurance carrier.

- Experience in affordable housing development, social service, business or related field is desired.

- Will be required to submit to background screening which may include the submission of an FBI fingerprint record.

- Must participate in random employment drug and alcohol screenings.

- Must possess the proper attitude toward the elderly and low-income families and an understanding of how to deal with difficult people.

- Must have the ability to maintain a polite and effective working relationship with the general public.

- Above average computer operation skills and knowledge of the Microsoft Outlook, Word, and Excel software as well as the use of the Internet and email.

- Must be physically qualified to perform duties of position.

- Must successfully obtain the Public Housing Management or Multifamily/LIHTC certifications as assigned, Fair Housing training, and other certifications relevant to performing the duties of Property Management (within 6 months of acceptance of position unless otherwise extended by the CEO).

- Good knowledge of modern office practices, procedures, record keeping and use of office machines.

- Ability to work in a fast-paced, team oriented, deadline driven, results-based environment and to accurately complete complex tasks in a timely manner.

- Ability to solve problems independently and carry out verbal and written instructions.

Nothing contained in this Job Description or in any other materials or information distributed by the Cumberland Housing Group creates a contract of employment between an employee and the Cumberland Housing Group. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Cumberland Housing Group retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement.

I have read and understand the duties and requirements of this position. I agree to perform according to this Job Description.

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Employee Signature	Date Signed