

## AKRON METROPOLITAN HOUSING AUTHORITY

**Job Title:** Property Manager, Public Housing  
**Reports to:** Lead Property Manager  
**Department:** Housing Operations  
**Date:** May 2018  
**FLSA Status:** Exempt

Minimum: \$53,700

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Apply Online: [www.akronhousing.org](http://www.akronhousing.org)

### **General Purpose:**

The primary purpose of this position is to oversee all aspects of property management for one or more housing site(s), in accordance with the Akron Metropolitan Housing Authority's ("AMHA" or "Authority") asset management model and all applicable regulations, policies and procedures. The incumbent directs and manages all day-to-day operational activities, including vacancy reduction, leasing, lease enforcement, resident problem resolution, property appearance, maintenance, purchasing, and budget responsibility. This position is responsible for the supervision of assigned staff.

### **Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Supervises the operation and maintenance of assigned site(s), consistent with overall Authority quality, occupancy, cost, and revenue goals; ensures that assigned site(s) are maintained in decent, safe, and sanitary condition at all times; organizes assigned work; adapts work methods to site needs; develops effective work methods that comply with Authority expectations; and partners with internal and external resources to maintain high levels of property performance and standards.
- Prepares long- and short-term strategic plans for the assigned site(s).
- Supervises staff, including management aides, maintenance workers and/or janitors, for assigned site(s); establishes meaningful job objectives for subordinate staff and monitors the accomplishment of those objectives; motivates staff to work together in an efficient manner; participates in hiring property staff, establishes performance standards, conducts regular coaching sessions, delivers or recommends disciplinary action up to and including suspensions and terminations, conducts staff meetings, approves timesheets and annual and sick leave, and monitors absences; complies with applicable bargaining unit agreements.
- Ensures full compliance and meets performance goals in the areas of leasing, work order completion (emergency, routine, tenant generated and preventative), unit turnover, timely rent collection, budget adherence, property appearance, day-to-day procedural issues, and lease administration; accurately calculates rent and utility allowances.
- Oversees the timely lease up of vacant units and rent collection; shows vacant units; conducts lease-up and orientation of new tenants; and ensures the adherence to established policies for the enforcement of leases and collection of all rent and other receivables due to the Authority; monitors and enforces resident compliance with the lease in a manner that establishes and sustains a positive living environment for all residents.
- Processes and sends delinquency notices; initiates evictions for lease violations in compliance with Authority policies and applicable federal and state laws.

- Conducts and ensures completion of move-out inspections in a timely manner and accurately calculates charges against security deposits.
- Conducts housekeeping inspections; and prepares for other required inspections and audits as necessary.
- Submits all required paperwork and reports accurately and in a timely manner, including monthly and annual reports on property performance, compliance issues (if any), asset/financial management, personnel issues, and lease terminations and enforcement activity.
- Prepares site specific operating budgets, ensuring that all site conditions and needs are met in accordance with asset-based budgeting and administration.
- Maximizes the property's income and minimizes expenditures consistent with preservation of the physical plan and long-term fiscal viability.
- Monitors the property's cash flow; tracks monthly and year-to-day expenditures, making or recommending adjustments as needed.
- Purchases goods and services as needed; ensures compliance with all procurement policies.
- Inspects grounds and buildings regularly to identify areas that need improvement and for safety and security risks; coordinates with maintenance, construction, skilled trades, and security personnel to remedy issues.
- Maintains clear and consistent communication with outside agencies, tenant groups, and internal Authority departments.
- Participates in the capital planning and redevelopment process, as needed.
- Maintains tenant files in compliance with all requirements.
- Handles all issues pertaining to the resident organization; refers special cases to the appropriate authority as needed; establishes and maintains positive relations by interacting with residents through formal and informal meetings, and through oral, telephonic and written communications.
- Ensures the positive interaction between residents of public housing and subordinate staff; attends and participates in Resident Council meetings; follows up as necessary.
- Promptly and courteously attends to all resident inquiries and complaints and follows through to ensure that matters have been resolved. Understands and applies basic principles of customer service.
- Administers informal resident grievance process in accordance with Authority policies and procedures; participates in formal hearings and appears in court as needed.
- Participates in weekend and after-hour coverage rotation with other Property Managers.
- A Property Manager is assigned to a specific area, but assignment may vary at any time.

#### Miscellaneous

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Participates in coaching sessions; attends meetings and follows up as necessary.
- Maintains a record of acceptable staff attendance and punctuality.
- Other duties as assigned.

#### **Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Behavioral Competencies:** This position requires incumbents to exhibit the following behavioral skills:

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes working colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Leadership:** Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

**Job Competencies:**

Knowledge of the United States Department of Housing and Urban Development's regulations and property/housing management as well as general landlord/tenant and fair housing laws; knowledge of general maintenance, including preventative maintenance; knowledge of procurement procedures and policies and budget management; ability to analyze property needs and design and implement procedures and policies; understanding of Authority strategic goals and structure; skills in multi-tasking, prioritization and problem resolution; familiarity with Authority employment policies and union agreements.

**Education, Experience and Certifications:**

Bachelor's Degree and a minimum of three (3) years of property management experience, including a minimum of one (1) year of supervisory experience, or an equivalent combination of experience and education. Public Housing Management Certification or other equivalent property management certification is required or must be obtained within one year of date of hire. Rent Calculation Specialist certification is required or must be obtained within one year of date of hire. Must have valid Ohio driver's license and be insurable under AMHA policies.

**Computer Skills:**

To perform this job successfully, an individual should be competent in the usage of housing management software, database, e-mail, internet, spreadsheet and word processing software. Must be able to learn other computer software programs as required by assigned tasks.

**Physical Requirements:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

While performing the duties of this job, the employee is frequently required to move about their assigned properties, ascending and descending stairs and ladders to meet with residents, conduct physical inspections and observe property activities. While inspecting housing units and/or maintenance work, the employee may occasionally be required to position self to observe work completed under cabinets, sinks or in high locations. Incumbent is also often required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 40 pounds.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office, residential property and outdoor environment. Employee may be exposed to outdoor weather conditions and possibly hostile and/or dangerous situations. Moderate noise level. **Must travel from site to site via automobile.**

**AMHA offers a culture committed to diversity, equity and inclusion; comprehensive compensation and benefits program including, but not limited to: Competitive salary; Participation in the Ohio Public Employees Retirement System; Excellent medical, free dental and vision plans with minimal out of pocket cost; Basic Life insurance; Fourteen paid holidays; Paid vacation, personal and sick plans.**