

# **AURORA HOUSING AUTHORITY**

**Job Title:** Assistant Property Manager

**FLSA Status:** Exempt

**Reports to:** Director, Public Housing

**Supervises:** Maintenance Staff

**Department:**

**Position Summary:** The Assistant Property Manager assists the Property Manager in operations, maintenance and administration of housing community to which they are assigned in accordance with HUD regulations and supervises Maintenance and Custodial staff assigned to site.

## **Essential Functions:**

- General knowledge of property management principles and practices, LIPH program, HUD regulations governing public housing and applicable federal and state fair housing requirements
- Ability to read and understand and explain legal jargon and documents such as HUD regulations and AHA leases
- Maintain a professional demeanor when faced with challenging issues
- Assist Property Manager in compiling property operating data and help prepare daily/weekly/monthly reports on property operations

### **Marketing and Leasing**

- Assist with and implement plans to achieve and maintain occupancy greater than or equal to 97% occupancy each month
- Maintain the waiting list in accordance with ACOP and HUD guidelines and ensure the list contains adequate number and type of families to fill current and anticipated vacancies
- Select applicants from the waiting list and refer them to a Case Worker to determine eligibility for housing in accordance with ACOP and HUD requirements
- Schedule eligible families to view available units
- Execute lease on behalf of AHA and conduct move-in inspections and leasing orientation with each new lessee
- Receive and process applicable deposits to for units in a manner consistent with AHA Administrative and Continued Occupancy Plan (ACOP)
- Maintain records of all telephone calls and in person visits regarding interest in property
- Conduct move-out inspections with departing residents

### **Continued Occupancy**

- Enforce resident compliance with the lease by scheduling/conducting periodic inspections of dwelling units in a manner that establishes and sustains a positive living environment for all families
- Initiate and process evictions for lease violations in compliance with ACOP and applicable federal and state laws
- Conduct move-out inspections in a timely manner and accurately calculate charges against security deposits

### **Resident Relations**

- Establish and maintain positive relations by interacting with residents through formal and informal meetings and through oral, telephonic and written communication
- Distribute AHA and community notices to residents
- Receive and fully document resident complaints, promptly address the complaints and appropriately communicate actions taken to the complaining resident
- Maintain records of requested work orders and the status and completion of work

### **Financial Planning and Management**

- Assist property manager in the direction of the activities of maintenance personnel
- Perform housing quality standards (HQS) inspections at the direction of the Property Manager
- Maintain 98% rent collection efficiency for all residents in occupancy
- Perform other duties as assigned

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Approval/revision date: \_\_\_\_\_ By: \_\_\_\_\_ Title: \_\_\_\_\_

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### **Success factors/job competencies:**

- Computer proficiency with Microsoft Office Suite products and a variety of other software applications
- Excellent interpersonal and communication skills
- Planning – ability to think ahead and plan over a one-to two-year time span
- Management – multitask and organize multiple priorities
- Technical skills in record retention protocols
- Commitment to company values

**Physical demands and work environment:** The physical demands and work environment characteristics described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus. Must be able to physically access all areas of the property.
- Work environment: The noise level in the work environment is usually moderate.
- Work hours may vary from the normal core hours of AHA and on occasion may involve weekend work.

### **Qualifications Required:**

- Associate's degree from an accredited college or university with a major in Finance, Information Technology, Urban Planning, Business/Public Administration or related field; a minimum of 4 years' experience in affordable housing, leasing management or other related field and a minimum of 2 years supervisory experience
- Must have a Public Housing Rent Calculation Certification or obtain one within 6 months of hire
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

### **Qualifications Preferred:**

- Bachelor's degree from an accredited college or university with a major in Finance, Information Technology, Urban Planning, Business/Public Administration or related field; a minimum of 2 years' experience in affordable housing, leasing management or other related field and a minimum of 1 year supervisory experience
- Must have a Public Housing Rent Calculation Certification or obtain one within 6 months of hire
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

### **Performance standards:**

- Annual performance appraisal
- Attainment of annual goals established between supervisor and employee

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