

# **AURORA HOUSING AUTHORITY**

**Job Title:** Property Manager

**FLSA Status:** Exempt

**Reports to:** Director, Public Housing

**Department:** LIPH

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

## **Essential Functions:**

- Strong 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
- Analyze property operating data and produce and submit daily/weekly/monthly reports on property operations

### **Marketing and Leasing**

- Develop and implement plans to achieve and maintain full occupancy greater than or equal to 97% occupancy each month
- Receive and process applications for occupancy in a manner consistent with AHA Administrative and Continued Occupancy Plan (ACOP)
- Assist in the maintenance of 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
- Accurately calculate initial rent and utility allowances
- Execute lease on behalf of AHA and conduct move-in inspections and leasing orientation with each new lessee
- Initiate actions necessary to control vacancies and unit turnover in accordance with applicable HUD and ACOP guidelines

### **Continued Occupancy**

- Monitor and conduct annual and interim recertifications according to HUD and ACOP guidelines
- Monitor and enforce resident compliance with the lease by 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 community residents through formal and informal meetings and through oral, telephonic and written communication
- Administer informal resident grievance process in accordance with established ACOP policies and applicable HUD requirements
- Receive and fully document resident complaints, promptly address the complaints and appropriately communicate actions taken to the complaining resident

### **Financial Planning and Maintenance Management**

- Ensure property is maintained in such a manner as to receive a score 80% or higher for all HUD physical inspection indicators
- Direct the activities of maintenance personnel at assigned site
- Certify work order completion to the satisfaction of residents and to the standards of the AHA
- Direct and/or monitor the routine collection of all rent and service charges due from residents and maintain an accurate and complete daily record of cash balances taking appropriate steps to minimize or eliminate delinquencies
- Maintain 98% rent collection efficiency for all residents in occupancy
- Perform other duties as assigned

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

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

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- 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 6 years' experience in affordable housing, leasing management or other related field and a minimum of 3 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 3 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

### **Performance standards:**

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

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