

# AUBURN HOUSING AUTHORITY

## Position Vacancy

<b>Position Title:</b>	Regional Property Manager	<b>Department:</b>	Multifamily Housing
<b>Reports to:</b>	Director of Property Operations	<b>Employment Status:</b>	Regular, Full-Time
<b>FLSA Status:</b>	Exempt	<b>Salary and Grade (Compease 2019)</b>	Grade 12 \$48,980 - \$73,470
<b>Date Posted</b>	July 31, 2019	<b>Date Closed</b>	Open Until Filled

### Summary

The primary purpose of this position is to manage and maintain property rentals for the Auburn Housing Authority's ("Agency" or "AHA") managed agencies located in Auburn, LaFayette and Roanoke, AL by advertising and filling vacancies; negotiating and enforcing leases; maintaining and securing premises, and all other functions related to property management. This position also supervises all property management staff, coordinates and/or conducts special inspections, resolves complaints conducts tenant file reviews, ensures regulatory compliance of the Authority's housing portfolio and oversees property related financial activities.

All activities must support Authority and its managed agencies' missions, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

1. Provides daily leadership and guidance of the Property Management Division ("Division") including supervision of the property management staff for the Authority's managed agencies.
2. Conducts strategic and tactical planning, which includes the development, implementation, and administration of goals and objectives for the Division.
3. Under the Rental Assistance Demonstration ("RAD") project-based voucher ("PBV") initiative, ensures seamless continuity of operations with the Housing Choice Voucher ("HCV") Department. Oversees and complies with the RAD project-based rental assistance ("PBRA") conversion requirements.
4. Assists the Multifamily Housing Department ("Department") in maintaining a high performer rating at all locations and operates according to relevant regulations; directs completion and submission of required reporting for the Department.
5. Ensures marketability of all sites and achieves high occupancy rates; ensures good physical condition of units, minimal write offs, timely collection of rent, and approves and oversees repayment agreements.
6. Ensures interviews, eligibility processes, maintenance of waiting lists, re-examinations, preparation of contracts, etc., are conducted in accordance with applicable rules, policies, and procedures and are completed in a timely and professional manner.
7. Performs onsite and remote supervision of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, providing technical advice, acting on employee problems, and recommending and implementing discipline and merit raises; ensures supervisors under his/her purview have the tools necessary to manage daily operations.
8. Serves as a point of contact for, and oversees resolution of, internal and external issues, complaints, and other concerns related to the Division. Addresses and resolves complaints or concerns from the public and residents regarding property and staff. in a timely and professional manner.
9. Provides customer service to residents and the general public; responds to requests in a prompt and courteous manner; engages residents in Authority mission.

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10. Ensures Authority properties are rented to the fullest capacity and that all leases are current, properly executed, and enforced. Conducts lease conferences, attends informal hearings, issues demands for possession and lease terminations, makes check requests, files approved evictions with attorney, and represents Authority in court during eviction proceedings.
11. Maintains an onsite presence at the Authority and is readily available to residents during established business hours for assigned property or properties. Covers in the absence of property managers at all sites, as needed.
12. Maintains a high level of continued occupancy for Authority by screening residents and leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules and lease requirements, and maintaining associated records.
13. Ensures all leases and corresponding paperwork are completed and filed accurately and in a timely manner; current resident files and previous move-out files are properly maintained; and all administrative paperwork is accurate, complete, and submitted on a timely basis.
14. Maintains property appearance and ensures repairs are noted and completed in a timely manner. Conducts regular community inspections and tours.
15. Coordinates Housing Quality Standards (HQS) inspections for PBV units with the HCV Department inspection contractor and the Maintenance Division. Participates in annual inspections and conducts housekeeping inspections as required.
16. Coordinates and complies with Uniform Physical Condition Standards (UPCS), Real Estate Assessment Center ("REAC") and annual inspections for public housing and PBRA units. Conducts housekeeping inspections as required.
17. Coordinates with utility companies as required.
18. Ensures all Authority properties are treated for pest control monthly and handles retreatments for all forms of infestation. Schedules bedbug treatments as required.
19. Maintains log documenting property-specific information related to vacancies, eligible applicant requests, offers, etc.
20. Serves as the primary contact for the City of Auburn, Lafayette and Roanoke's Fire and Police Departments for after-hours emergency support.
21. Submits, monitors and enforces no trespass banning notices for Authority.
22. Adheres to property-specific guidelines (i.e. PBV Landlord Policy, Lease, HAP contract, ACOP, LIHTC etc.) to ensure orderly and efficient workflow throughout assigned property/properties.
23. Creates and issues mass notices to tenants regarding preventative maintenance, service interruptions, inspections, etc.
24. Coordinates with contractors to ensure that contract performance is executed to the highest standard. Reports and records any problems with contractor performance to management for use in annual evaluation of the contract renewal.
25. Works closely with the Authority's Resident Services Coordinator to ensure resident events are properly supported and successful.
26. Oversees and assists property managers in delivering a social service program for Lafayette and Roanoke Housing Authority. Works with third party vendors to engage outside volunteers, supplies and funding to facilitate the social service program for the residents.
27. Performs account reconciliation and conducts rent collection, including rent, service fees, and maintenance charges. Makes account adjustments and corrections as needed and works with SACS and the Finance Department to ensure accounts are balanced.

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28. Recommends, approves, and enters corrections for posting adjustments by Property Managers.
29. Coordinates with Property Managers and Maintenance staff at all managed sites to facilitate full occupancy and efficient turnaround time, ensuring that units are occupied and unit conditions meet HQS or UPCS requirements. Coordinates with Maintenance staff to ensure completion of all work orders, including vacancy turns.
30. Conducts quality control inspections as needed to ensure physical assets and Authority grounds are maintained; makes recommendations to management regarding improvements. Works with Maintenance staff to schedule unit order, preventive maintenance, or other repairs based on needs assessment.
31. Schedules and assists third party vendor in conducting annual and move-in inspections for the Authority and its managed agencies. Schedules and assists REAC Inspectors in conducting biannual HUD inspections for the Authority and its managed agencies.
32. Coordinates Integrated Pest Management (IPM) with Property Managers, Maintenance staff at all managed sites, external pest control providers, tenants, and outside agencies to prepare units for treatment. Works with involved parties to initiate IPM for heavily infested units. Ensures bedbugs and regular pest treatment is handled according to relevant regulations.
33. Prepares scope of work for vendors and obtains estimates or quotes for services or goods as required.
34. Reviews physical/property related to Reasonable Accommodation (“RA”) requests for the Authority. Determines fiscal and procedural feasibility of RA requests.
35. Coordinates with Police Department and other area law enforcement to minimize drug and criminal activity issues, determining areas of concern and addressing issues as needed.
36. Submits monthly reports as required.
37. Administers and implements the Authority’s 5-Year Plan and Annual Plan by conducting hearings and ensuring goals are documented, measured, and achieved. Ensures Plans are implemented in a HUD-compliant manner.
38. Facilitates all aspects of the Capital Fund Program (“CFP”) ensuring goals are documented, measured, and achieved. Ensures CFP grant is implemented in a HUD-compliant manner.
39. Coordinates all aspects of implementing new programs the Authority may qualify to implement.
40. Oversees administration of Resident Advisory Boards.
41. Reviews and approves hardship requests for the Authority and its managed agencies. Reports neglect or abuse to Alabama Department of Human Resources, Social Security Administration, and/or Mental Health agencies.
42. Coordinates with Maintenance Supervisor regarding work orders, fixed assets and inventory at Authority to maintain usage data regarding all assets. Coordinates annual fixed asset inventory with the Maintenance and Accounting Manager.
43. Completes other duties as assigned.

### **Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

**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.

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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 work 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.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

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

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

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.

Professionalism: Must demonstrate and convey a professional code of conduct in the areas to include but not limited to honesty, integrity, and confidentiality. Must have the ability to be relied on as honest or truthful. The Authority must be represented in a positive manner in regards to posting information on the Authority's website and across multiple social media platforms.

Confidentiality: The ability to preserve sensitive and important information or data. Confidential information (i.e. resident rental account history, employee's salary information, etc.) is not revealed outside of the company, except approved by the CEO.

Written Communication: Ability to write policies, procedures, contract scope of work and other documents that communicate ideas clearly, accurately, and with proper grammar. The level at which written documents support effective operations and reflect the Agency's professional image.

### Job Competencies

- Knowledge of the general operations and procedures of AHA properties and HUD housing programs.
- Knowledge of the regulations affecting AHA's housing programs and demonstrated ability to understand the terms, conditions, and content of AHA's standard operating procedures for property management.
- Knowledge of the proper AHA procedures for collecting, processing, and recording rental transactions.
- Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skills in providing instruction on the HUD and AHA program requirements to potential participants.
- Skills in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.

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- Ability to perform program-required computations with speed and accuracy.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to interpret HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor and achieve objectives through skillful delegation of duties.

### Education and/or Experience

(1) A two-year college degree or (2) completion of a specialized course of study at a business or trade school or (3) completion of specialized training courses conducted by equipment vendors or (4) job specific skills acquired through on-the-job training or apprenticeship program. A minimum of three (3) years of progressively responsible property management experience, including a minimum of two (2) years of experience in a management role. PHM or equivalent certification preferred. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks and provide technical support for department staff.

### Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

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### Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Four-Day Work Week (Monday - Thursday)

### Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

### Application Process

To apply, please send a resume and cover letter to [stolbert@auburnhousingauth.org](mailto:stolbert@auburnhousingauth.org); the cover letter must include your salary requirements. Include the job title “Regional Property Manager” in the subject line of your email. If you have questions about the position, please call (334) 821-2262.