

POSITION DESCRIPTION

Title: Administrative Assistant for Property Management

Reports To: Senior Property Manager

FLSA Status: Non-Exempt

Summary

Responsible for overall management, operations, and admissions for one or more properties in the Agency's affordable housing programs and providing regular reports on fiscal and occupancy status. The Administrative Assistant for Property Management is responsible for preparing reports of activities and fiscal status, monitoring operating practices and procedures. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Duties and Responsibilities

Ensures compliance with applicable HUD guidelines as well as federal, state, and local regulations, laws, ordinances, and the Agency's administration of programs.

Responds to inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.

Interviews applicants on a scheduled basis and explains the public housing program and eligibility requirements. Addresses applicant concerns regarding program, application processing, and waiting list placement.

Assists applicants in completion of forms and identification of required documents.

Reviews applications and documentation for completeness, logs applications, and accurately inputs data into computer.

Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.

Submits criminal background checks, reviews and evaluates criminal offender record information.

Determines whether applicants meet program eligibility requirements. Contacts and interviews references to determine whether applicants meet the Authority's suitability standards, and ranks applications according to successful compliance with eligibility requirements and established policies.

Requests additional documentation from the applicant and/or references and/or makes field visits and/or visits to the applicant's place of residence when appropriate. Ensures that all requirements for written, independent verification of information are met in an appropriate and timely manner.

Notifies applicants in writing of eligibility determination in accordance with HUD regulations and Authority policy.

Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.

Verifies preferences for waiting list applicants and refers to suitable housing program.

Accurately enters waiting list application information into appropriate system, keeping information up-to-date, and ensuring correct coding. Ensures a fair and impartial process of placement of referred waiting list candidates into available vacant units

Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.

Provides orientation to new residents by explaining the lease provisions clearly, quoting correct prices, explaining provisions of resident handbook and other Agency policies; escorting prospective residents to inspect the unit; explaining amenities in the community; and discussing other important issues. Briefings should be provided on initial move-in. Draws up and executes contracts.

Ensures appropriate annual recertification of residents and calculation of interim adjustments and entry of data into computer database. Monitors, prepares, and distributes annual recertification and interim adjustment notices.

Prepares, and coordinates the proper disposition of, all paperwork relating to renting or vacating housing units in accordance with established procedures.

Responsible for move-in/move out procedures, monitoring of service contracts, and timely response to resident service requests, ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts. Originates work orders as needed, monitors status of pending work orders, closes, and assesses charges to tenants for maintenance services as appropriate.

Performs new move-in/move-out, housekeeping, and emergency inspections, and reinspections. Ensures UPCS Protocol adhered to in performance of REAC inspections as assigned. Oversees preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.

Performs walk-by inspections, at least once weekly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions. Issues citations when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.

Effectively handles complaints and legal matters within area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.

Assists with security activities by communicating with security personnel regarding specific problems and/or general security observations. Participates in hearings and appeals as needed.

Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary. Monitors abandoned units.

Achieves maximum rent receivable collections for all properties. Collects rental payments, pet deposits, and other relevant charges. Maintain Fraud list and charge offs and initiates court proceeding against tenants for nonpayment of rent.

Creates, maintains, and updates Section 202 policies.

Monitors, reviews and analyzes housing management data and prepares monthly, quarterly, and annual and/or other reports as required addressing occupancy, delinquency rates, and other related information in a timely manner.

Responsible for achieving minimum occupancy and turnover rate at all properties by actively promoting public housing activities.

May be responsible for purchase of office and other administrative supplies for the property in accordance with the Agency's procurement policy

Coordinates the improvement of communication and cooperation between residents and management by staying knowledgeable of, and ensuring residents are informed of, new rules, laws, regulations, etc., as interpreted by the Agency. Meets periodically with residents to outline changes and/or new directions in policies and programs.

Counsels residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems. Ensures residents are appropriately notified of lease violations, eviction proceedings. Ensures referral of residents to appropriate social services personnel when indicated. Works closely with other Agency departments in coordination of efforts to ensure that residents receive available services.

Assists in deterring and preventing resident fraud and abuse through participation in the Agency's program to prevent same, through rent review, verification of income, counseling, prosecution, etc.

Accountable for maintaining minimum PHAS score of 90%, High Performer status.

Reviews and remains current on all relevant rules and regulations concerning appropriate Agency housing programs, as well as applicable local, state, and federal laws, regulations, codes, and Agency rules, regulations, and administrative plan.

Attends relevant Agency meetings to exchange information and further the development and implementation of processes and activities to enhance overall performance, effective operations, and maintainance of optimum lease-up rates.

Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Performs other duties as assigned by the Senior Property Manager.

Qualifications and Knowledge

High School diploma or possession of a certificate of equivalence of High School Achievement (GED). Prefer one (1) year of progressive experience in property management, reception, clerical work, the secretarial field in a business, medical, law office, or other appropriate setting.

Good knowledge of general office practices and procedures, including business English and arithmetic.

Ability to provide English to Spanish and Spanish to English verbal and written translations.

Good skills in operating computer equipment, applicable Agency software, and general office machines.

Ability to communicate clearly, concisely, orally and in writing.

Good experience in working with a diverse population in person and by phone.

Committed to principles of customer service and customer care in a variety of situations and circumstances.

Ability to deal effectively with sensitive and confidential information.

Ability to: understand and follow moderately complex written and oral instructions.

Valid driver's license and good driving record.

Supervision Given and Received

The Administrative Assistant for Property Management receives instructions primarily from the Property Management Supervisor. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when problems are brought to the attention of the supervisor and when the supervisor is contacted by the employee for direction. The employee's work is reviewed for accuracy and compliance with Agency policies, federal, state, and local regulations and attainment of objectives.

Guidelines

Guidelines followed by the Administrative Assistant for Property Management include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity requirements. These guidelines cover most job-related situations and the employee is often required to use independent judgment in making decisions within established parameters and area of expertise. When unusual situations arise or when clarification or guidance is called for, the employee consults with and looks to the Property Management Supervisor for direction.

Complexity

The employee performs routine duties following established and specific Authority policies and procedures, applicable local, state, and federal regulations, traditional practices, and information

from training and reference materials. The course of actions is determined by the circumstances, assessment of critical issues, supervisor input, and by established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and property management issues using personal judgement based on prior experience.

Scope and Effect

Administrative Assistant are key employees in the management and operation of property management and their work affects residents, Agency profitability, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Agency's image in the community and its ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

Personal Contacts

Personal contacts are with all of the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by residents, and other Authority activities.

Contact often requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals, and potentially volatile situations.

Physical Demands

Work is performed indoors and outdoors and involves physical exertion which entails walking long distances, climbing stairs, carrying, and reaching. May also frequently stand for long periods at a time. Requires the ability to effectively deal with on-call after-hours emergencies.

Must be able to sit or stand for up to eight hours at a time while performing essential work duties.

Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g. moving or carrying objects or materials).

Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.

Must have vision and hearing corrected to be able to perform essential job functions.

Must be able to work around various fumes, odors, and dusts.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during visits to housing developments, sites, dwellings, or facilities.