



ASSISTANT PROPERTY MANAGER

Job Description

We are currently seeking an Assistant Property Manager to join our team! As an Assistant Property Manager, you are primarily responsible for providing comprehensive support in all aspects of property operations, including work orders, building maintenance, inventory analysis, reporting, property management, customer service, maintenance, make ready process, and administrative activities. May perform work in various locations as needed and assigned. Evening, on call and weekend work may occasionally be required.

Duties include but are not limited to collecting rents and other charges; follow-up on delinquent accounts; day-to-day maintenance of physical properties; resident relations; and establishment of liaisons with agencies or organizations supplying services to the projects and residents. Work requires the exercise of mature, independent judgment, tact in dealing with all types of people in stressful situations, thorough knowledge of pertinent Authority policies and the Department of Housing and Urban Development regulations, as well as state and federal laws regarding evictions. Work is reviewed primarily through conferences, review of reports and evaluation of results obtained.

Duties and Responsibilities

Under the general supervision of the Upper Management staff, performs the following and all other work-related duties as assigned.

- Answers all incoming calls, assists callers with requests and/or directs to the appropriate person or agency.
- Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner or routes/directs inquiries to appropriate staff.
- Assists Property Manager in showing vacant units to prospective residents, assists in processing applications, quotes price, describes features, discusses terms of lease, and communicates property and community amenities and available neighborhood services.
- Maintains quality control on resident records and files to ensure consistency and compliance with regulations and program requirements.
- Reviews lease documents for accuracy and completeness prior to execution of leases by authorized personnel.
- Coordinates the proper disposition of all paperwork relating to renting or vacating housing units in accordance with established procedures.
- Prepares and assists in distribution of notices of rent violations and assists Property Manager with lease enforcement.
- Conducts annual and follow-up housekeeping inspections. Performs move-in inspections.
- 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.
- Explains rent calculation to tenants and assists with completion of recertification materials as assigned. Prepares and sends appropriate notices of rent adjustments in accordance with HUD regulations.
- Schedules and conducts re-examination interviews with tenants, following proper verification methods/processing for each re-examination in accordance with HUD and Agency policies and procedures. Conducts examination and resolution of income discrepancies as necessary.
- Participates in review and discussion regarding non-compliant tenant issues with Property Manager to ensure clients are provided with reasonable opportunity to meet requirements to remain in compliance.
- Processes move-outs in accordance with Agency policies and procedures, including conducting move-out inspections and exit interviews, prorating of rent, calculating applicable charges, recommending retention or return of security deposit if applicable, and tracking and closing resident files.
- Processes and maintains files and correspondence associated with the leasing/occupancy process in an accurate and timely manner.

- Maintains account information such as present rent and other collections due, late payment notification, and reconciliation of rent and other charges collected throughout the month with appropriate personnel.
- Maintains assigned case records regarding terminated contracts and assistance or reduction in amounts in amounts of assistance and accurately updates system on all assigned cases and HUD forms in accordance with HUD regulations and Agency policy.
- May compile statistical data and prepare reports related to Public Housing completed recertification, applicant folders, occupancy, and residents within level of expertise.
- Acts as liaison with resident associations, assesses residents' concerns, investigates resident complaints, schedules conferences to discuss and initiate solutions, informs residents of policy changes, and may assist in development of resident activities, making suggestions for improved participation in resident activities and implementation of resident incentive programs.
- Acts as Property Manager in his/her absence.
- Ensures privacy and maintains security of confidential materials.
- 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.

Education and Experience

- A high school diploma or equivalent is required.
- College degree in Business, Real Estate, or related field preferred.
- Proven work experience as an Assistant Property Manager or similar role
- Proven experience in the field of low and moderate-income housing management, thorough knowledge of housing management practices, principles, philosophies, and policies required.
- Excellent communication skills, both verbal and written.
- Strong organizational and time management skills.
- Excellent interpersonal and conflict resolution skills.
- Excellent computer skills: Microsoft Word, Excel, and Outlook.
- Maintenance knowledge a plus.
- Independent decision-making skills and experience handling and resolving problems using skills gained through social work, community organization work or similar types of experience is required.
- Ability to maintain effective relationships and analyze situations to identify problems, offer solutions and communicate with different people in a wide variety of situations.
- The successful candidate should be mission-driven, able to maintain the strong values of the Housing Authority and to seek creative solutions to problems in a positive, team-oriented and judgment free environment.
- A valid driver's license is required.

Salary \$45,000 annually

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing and may include a pre-employment medical exam.

HOW TO APPLY AND APPLICATION DEADLINES

Applications will be accepted until the position is filled.

Please mail, e-mail or hand deliver your application and resume to the address below.

Email to: crodney@waukeganhousing.com, **Fax:** 847-625-4627. No phone calls please

Mail to: Waukegan Housing Authority

Human Resources Department

215 S. Martin Luther King Jr. Ave.

Waukegan, IL 60085