



BESSEMER HOUSING AUTHORITY

Position Description—Assistant Property Manager (Braswell Homes)

(April 18, 2022 – May 02, 2022)

Position Title: Assistant Property Manager	FLSA Status: Non-Exempt
Reports To: Property Manager	Department/Level: Property Management
Salary Grade: 20	Effective Date: July 1, 2019

POSITION OVERVIEW

This is moderately responsible management work related to the Authority's property management function. The incumbent is responsible for providing support in the management of all activities related to the management and maintenance of their assigned property. Reporting to the Property Manager, this position is responsible for eligibility, leasing, continued occupancy, lease enforcement, eviction, maintenance, grounds care, and the general appearance and functionality of their property. Work assignments are received in the form of specific objectives and directives and performance expectations with minimal direction in day-to-day operations.

DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Assists with all aspects of the operation of the property or properties assigned.
2. Performs eligibility tasks related to continued occupancy.
3. Performs leasing tasks that may include applications intake, applications processing and verification, lease execution, and periodic recertification of eligibility.

4. Assists with the management of occupancy of assigned property including the leasing of units, transfer of residents, reasonable accommodation of residents, and other activities in accordance with Authority policy.
5. Assists with the collection and posting of rents from residents and former residents in accordance with the lease and any other payment agreements. Negotiates repayment agreements in accordance with Authority policy and as directed by the Property Manager.
6. Provides counseling and/or referrals to budget counselors in the event of non-payment of rent or other charges to try and prevent proceeding with eviction.
7. Prepares documentation and files for eviction of residents in default of their lease in accordance with Authority policy.
8. Assists with the assignment and completion of all work orders on the property. If applicable, notifies the central office of the need for services or contracts with outside providers in accordance with established Procurement Policy as directed by the Property Manager. Ensures the completion of Emergency Work Orders within 24 hours and the timely management and completion of all other work orders received.
9. Assists with the management of the vacant unit turnaround function and ensures that units are reoccupied as quickly as possible in accordance with Authority guidelines. Advises any centralized vacancy preparation personnel of the need for particular bedroom size units and coordinates leasing activities with the completion of physical work.
10. Assists with the management and accounting of all work performed by site crews and all materials. Closes work orders.
11. Ensures that the property is well maintained and that the curb appeal is maximized.
12. Provides input for needed capital improvements on the assigned properties including items that are recurring in work orders.
13. Performs annual inspection of all units, buildings, site(s), etc. in accordance with the Uniform Physical Inspection Standards as issued by HUD or other protocol imposed by HUD, local code, or state regulations.
14. Performs housekeeping and other unit inspections as directed by the Property Manager.
15. Provides support to outside professionals, outside contractors, and Authority personnel in the execution of construction work including the notification of residents, preparation of facilities, or the relocation of residents. Reports any site issues to the Authority's representative for construction work.
16. Provides referrals to resident services functions for the site with in-house or community service providers. Establishes linkages with local providers and/or contractors as needed to meet the need of residents and promote self-sufficiency.
17. Represents the Authority as directed by the Property Manager on the site in accordance with established policies and procedures. Ensures that the Authority's interests are protected at all times and communicates any issues to the Property Manager.

18. Attends professional meetings and training sessions to ensure proficiency in the eligibility, property management, and program compliance fields.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of current trends in effective property management. Ability to proactively modify operational approach to maximize the performance of assigned properties.
4. Knowledge of the Authority's facilities, including location, structure, and layout including associated utilities.
5. Knowledge of the Public Housing Assessment System and ability to apply standards to maximize the score of assigned properties and the agency as a whole.
6. Ability to plan, organize, and develop a variety of operational and management systems related to the position. Ability to orient other workers and to explain regulations, policies, procedures, or processes.
7. Ability to calculate and understand various indicators of property performance including occupancy rate, turnover rate, rejection rate, etc.
8. Ability to produce periodic reporting and provide clear and concise performance data to the Property Manager, including applicable recommendations for improvements.
9. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Ensures that the vacancy rate for their property remains below 3% of units available for rent.

2. Ensures that units are turned around for re-occupancy within twenty (20) calendar days.
3. Maintains tenant accounts receivable (total) at or below 7% of the property rent roll.
4. Ensures the completion or abatement of all emergency work orders within 24 hours of receipt.
5. Ensures the completion of all other work orders within 7 calendar days of receipt.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

This position requires graduation from an accredited high school with additional education and instruction related to property management preferred; a minimum of three years' experience assisting with the management of multifamily rental property; or any equivalent combination of education, training, and experience that provides the required knowledge and abilities.

PHYSICAL REQUIREMENTS

This position is required to work in less-than-ideal conditions, including noise, high-traffic areas, rough terrain, and undeveloped areas. The incumbent must have the ability to access all portions of their assigned site during normal operation and during active construction or modernization. The incumbent must access all areas of a property including the attic, basement, or crawl space and must be able to work/inspect in wet, damp, hot, cold, or dusty places. Must be able to work while standing for extended periods of time.

SPECIAL REQUIREMENTS

1. Possession of a valid Alabama driver's license.
2. Must be bondable.