

# FRANKLIN COUNTY HOUSING AUTHORITY

## PROPERTY MANAGER (L0141)

**Definition:** The property manager is responsible for the overall management of assigned properties of FCHA. The property manager will oversee the daily operations of each property. The property manager will assist in budget preparation and assessment of direct financial expenditures for each assigned grouping of properties. The property manager must perform work independently and will receive supervision from the Executive Director.

### **Examples of Work Performed:**

Supervise the management department for monitoring performance and accountability – to include the application process, lease up, tenant management, UPCS and housekeeping inspections, tenant conflict resolution, customer service and satisfaction, communication with tenants, service/support agencies, local and state organizations and the general public.

Supervise the preparation and maintenance of all records at the property level, including those of resident accounts, property control, resident turnover, annual unit inspections and condition of units, resident organizations and administration of the property budget.

Supervise the application of the lease requirements with tenants. Maintain an excellent understanding of and subsequently apply the Pennsylvania Landlord Tenant Law for tenant lease violations and eviction processes.

Interpret and implement changes to policies and procedures as directed in HUD PIH and CFR notices.

Maintain excellent knowledge of and apply Fair Housing rules and regulations in the management of the property groupings. Fully understand and accurately respond to reasonable accommodation requests by tenants.

Regularly review and update the Admissions and Occupancy Manual, lease and tenant handbooks.

Annually prepare and submit the Management Assessment Sub-System (MASS) of the Public Housing Assessment System (PHAS) for each identified public housing development. Assist with the Resident Satisfaction Survey process.

Prepare and submit all public housing data into IMS/PIC in accordance to HUD deadlines.

Assist in the preparation of the Agency Annual Plan, to include the organization of and the active participation of the Resident Advisory Board in the plan process.

In collaboration with the executive director, seek other funding opportunities through grant submission.

Review all tenant grievances/appeals and supervise management staff in the application of the Tenant Grievance Procedure.

Effectively communicate tenant problems and property concerns to the maintenance department, working cooperatively to resolve problems.

Maintains a constant review over delinquent accounts, keeps records, and reports delinquencies in accordance with established procedures.

Performs related work as required.

**Knowledge, Skills, and Abilities:**

Thorough knowledge of property management.

Knowledge of management practices of public and private agencies dealing with social problems and community needs.

Knowledge of municipal, state, and federal laws and regulations.

Ability to manage and effectively operate a housing authority property or properties.

Ability to effectively coordinate and supervise the various activities related to resident occupancy and property management.

Ability to plan, organize, and supervise the management of housing authority records and reports.

Ability to interpret and administer rules, regulations, and procedures relating to property management.

Ability to establish and maintain effective working relationships with superiors, subordinates, residents, other agencies and the general public.

Ability to express ideas clearly and concisely, orally and in writing.

**Experience and Training:**

Three (3) years experience in supervising or performing tasks associated with the management of multi-family residential subsidized or affordable housing communities, property owned, or programs administered by a public housing authority or comparable (low-income) property management agency;

OR

One (1) year as an Assistant Property Manager or Assistant Section 8 Manager;

OR

Two (2) years as a Management Aide.