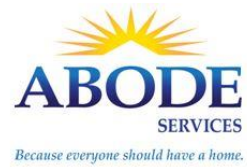


# Job Description



**Job Title:** Property Manager \*Multiple Openings/Locations\*  
**Status:** Full Time/Exempt (Weekend, After-Hours & On-Call Rotation)  
**Locations:** Alameda County & Santa Clara County  
**Supervisor(s):** Property and Asset Supervisor

## **Position Information:**

Responsible for overseeing the daily operations of affordable and supportive housing properties and units in multiple locations in Alameda County and Santa Clara County. May indirectly or directly oversee assistant property manager, security staff, maintenance technicians and janitorial contractual/vendor functions. There are multiple openings for this position.

## **Responsibilities:**

### Staff Management

- Hire, schedule, train, evaluate, discipline and terminate employees within his/her portfolio/project.
- Monitor overtime, review and approve timecards and arrange for staff coverage as needed including during vacation and holiday periods.
- Provide or arrange for staff development for self and employees under his/her supervision.
- Meet with staff regularly and perform annual performance review of direct report staff.
- Foster good staff relationships, cooperation and teamwork between staff under his/her supervision as well as with others in the organization.
- Ensure that staff interacts professionally and respectfully with residents, lenders, vendors and other community members.
- Maintain communication with resident service providers and/or case managers and interact with them to assist residents with housing issues and needs.

### Vendor Management

- Determine, with consultation as appropriate to the scale of the project, the scope of work needed to respond to work orders, inspection deficiencies, preventative maintenance and planned capital improvements for the purpose of securing bids as appropriate for project physical needs.
- Review bids, review and select vendors, contract for goods and services and oversee work for all property maintenance needs within management plan and approved budget, securing any approvals or permits that are needed.
- Review and approve payments to vendors for materials delivered and/or services rendered.

### Marketing

- Implement affirmative fair marketing plan(s) for properties directly rented to residents.
- Maintain occupancy levels at targeted goals.
- Show properties to applicants; conduct applicant interviews; verify potential resident income and entrance criteria in keeping with the Resident Selection Criteria, Management Plan, Fair Housing Law, applicable loan agreements and regulatory agreements; maintain waiting lists; accept or reject applicants.
- Prepare marketing/occupancy reports at regular intervals.

### Maintenance/Housekeeping

- Make regular inspections of property to ensure it is well-maintained, that mechanical devices are in working order and that the environment is safe, clean and attractive.
- Ensure units ready for occupancy as they turnover in a timely manner.
- Coordinate with maintenance team to ensure compliance with property maintenance plan including current physical needs, preventative maintenance and longer-range capital improvements.
- Coordinate with maintenance, housekeeping staff and outside vendors used for maintaining the

property to ensure work completed in a safe and workmanlike manner.

#### Financial/Programmatic Administration

- Operate property in accordance with the approved management plan, applicable regulatory agreements and the approved operating budget for the period.
- Prepare financial, occupancy and management reports such as rent rolls, demographics, housing retention, and vacancy or turn over reports as requested by Abode or external stake holders.
- Maintain tenant records such as leases, application and initial/annual income certification documentation, payment ledgers, notices and correspondence, etc.
- Serve notices to tenants as required.
- Collect and record rent, security deposits and other sums for tenant related charges.
- Review and approve all invoices presented for property expenses within the portfolio and code using the approved chart of accounts.
- Assist in the development of property budgets and provide a variance report as requested.
- Adhere to all accounting procedures and policies for the organization.

#### Other Property Management Tasks

- Provide “on-call” assistance during after-hours property emergencies either by phone, if possible, or by going directly to the site, if necessary.
- Schedule and conduct annual property inspections or other inspections as may be deemed required by the Agency’s practice or by property lenders or others.
- Recommend measures to improve the fiscal performance of the project, better serve the residents and/or preserve the physical integrity of the property.
- Other duties as assigned within the scope of the nature of this position.

#### **Qualifications:**

- High School Diploma or GED required. Bachelor’s degree in real estate, business administration, accounting or related field preferable.
- A minimum of 3 years of progressively increasing property management experience or equivalent education and experience.
- Current real estate sales or brokers’ license highly desirable.
- Current tax credit certification, CPO/COS or IREM/NCHM designation or the ability to obtain within 6 months of employment is required.
- Available to work a minimum of 40 hours per week plus overtime as needed to fulfill on-call duties.
- Knowledge of affordable housing regulations, including but not limited to HUD, Low Income Housing Tax Credits (LIHTC), Tax-Exempt Bonds, HOME, CDBG, SHP, HCD, CHRP, CHFA, MHSA, and AHP.
- Knowledge of fair housing and tenant related laws preferred.
- Excellent interpersonal, organizational and communication skills; integrity; respect for confidentiality; ability to work with diverse populations, including persons with various disabilities.
- A valid California driver’s license, proof of current insurance meeting or exceeding state requirements and vehicle registration, clean (less than 4 points) DMV record and reliable transportation.
- Ability to speak, read and write fluent English.
- Ability to analyze and prioritize complex situations, policies and procedures, laws and regulations and exercise good judgment in the course of completing required duties.
- Ability to work independently and as a part of a team.
- Proficient computer skills in using the internet, email, Microsoft Word and Excel, and Yardi or other Property Management software.

- Able to negotiate stairs independently in properties with 2 to 4 stories and no elevator and be able to walk at least 400 feet over rough terrain for property site inspections.
- Able to lift, carry or push items weighing less than 15 pounds on a regular basis (such as resident files, small equipment or supplies).
- Bilingual ability to speak, read and write a second language such as Spanish, Vietnamese, Tagalog or Chinese is a plus.

**Equal Opportunity Employer/Drug Free Workplace** - all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

*Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.*