

Job Description

Job Title: Assistant Property Manager

Reports To: Herbert T Clark Director
FLSA Status: Non-Exempt
Location: Herbert T Clark House
Salary Range: \$17.25 -\$17.35
Prepared By/Date: WKE September 5, 2007
Approved By/Date: NJG July 10, 2015

SUMMARY: The Hebert T Clark House is a frail elderly community that consists of two separate communities. The Congregate Community, 45 Canione Road, and the Herbert T Clark Assisted Living Community, 43 Canione Road. The On-Site Assistant Property Manager is responsible for ongoing administrative and operational assistance to the Director in areas including leasing, resident relations, rent collection, applications and maintenance work order tracking at the Hebert T Clark House. The duties also include directing information flow by handling phone and walk-in inquiries, responding quickly to in-house emergency calls (i.e. call for aid, fire alarms), coordinating community activities, administrative duties and various special assignments. The individual must be able to relate positively with the residents, volunteers, family members and staff.

The position requires exceptional interpersonal skills, ability to multi-task in an environment that contains frequent interruptions and the ability to work with and relate to a diverse population. A proficiency in Microsoft word, excel and outlook is required. A willingness to perform other duties as assigned and adjust workflow to meet the needs of the community.

The hours of the position are Monday through Friday from 8:00a.m. to 4:00 p.m.. The incumbent is required to remain in the Community during their shift and is paid for a half-hour break.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

The Incumbent fully supports the Director in all functions and ensures the efficient daily operation for the Congregate Community under the direction of the Director. The Incumbent will also ensure the Herbert T Clark Assisted Living Community runs smoothly in the absence of the Director.

Essential duties and responsibilities include but are not limited to:

Applications and Waiting List

Issuing and accepting applications for both communities. Reviewing applications for completeness, verification of all information that is included in the application, and entering all applicant information into the waiting list.

Maintain and monitor waiting list for Congregate Community, including scheduling of and preparation for professional assessments (i.e. professional advisory committee),

Occupancy Coordination

Scheduling and performing occupancy requirements including, rent calculations, move-in preparation of which includes preparing the lease and ancillary leasing forms in an accurate and timely manner, communicating move-in and move-out information with maintenance and main office, coordinate move-in and move-out inspections .

Performs annual and interim recertifications in compliance with program regulations,

Maintains confidential tenant files and keeps documents filed therein in proper order,

Rent Collection

Responsible for acceptance of rental monies from and issuing receipts to tenants residing in both communities. Verifies amount to be collected from each resident against amount tendered for payment. Responsible for all daily accounting of rent receipts drawer, including recording of all amounts received and preparing reports of transactions.

Monitors rent payments, compiles monthly past due list for both communities.

Other Essential Duties

Prepare monthly occupancy and activity reports for Director,

Maintains files of all correspondence and general information,

Responds to emergencies in both communities,

Answer phones and respond to inquiries about the communities,

Process work orders and following up with residents as needed,

Other duties include:

Monitor lunch,

Respond to resident requests.

Maintain excellent customer service standards.

Coordinate podiatrist visits at both communities and notify residents,

Community tours,

Volunteer recruitment activities,

Maintain office supply inventory and request supplies as needed,

General clerical duties including but not limited to filing, faxing, preparing correspondence, placing orders, preparing purchase orders and receiving deliveries.

SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in absence of Director in accordance with the organization's policies and applicable laws. Responsibilities include, assigning, and directing

work; addressing complaints and resolving problems.

SUPERVISION RECEIVED

Employee reports to the Director of the Herbert T Clark House.

COMPETENCY:

To perform the job successfully, an individual should demonstrate the following competencies:

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. Approaches others in a tactful manner.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree (A.A.) or equivalent from two-year college or technical school. Bachelor's degree (B.A.) from four-year college or university preferred;. Two to four years minimum experience in a related position required. Current CPR card or ability to obtain within first six months of employment.

Language Ability:

Ability to read, analyze, and interpret technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge and the ability to effectively use Microsoft Outlook, Word, Excel, Explorer or other Internet software. Ability to learn and use housing authority's current property management software.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision and Ability to adjust focus.

The description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility.