

## Job Description

### Job Title: Assistant Property Manager-Main Office

**Reports To:** Property Manager  
**FLSA Status:** Non-Exempt  
**Location:** Main Office  
**Prepared By/Date:** NJG May 3, 2018  
**Approved By/Date:** NJG May 3, 2018

**SUMMARY:** The Assistant Property Manager (“APM”) staffs the front desk of our main office to provide public or residents with designated services. The APM fully supports the property manager in all functions to ensure the efficient operation of assigned properties including filling the role of the property manager in their absence. Duties include accepting and processing applications, rent collection, work order management, reporting, assisting with interim and annual recertifications of residents, maintaining applicant and tenant files and answering the main office phone line to respond to public and resident inquires.

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

Responsible for acceptance of rental payments and issuing receipts to tenants. Reads and records totals shown on rent receipts reports and verifies against rent receipts on hand. Responsible for all daily accounting of rent receipts drawer, including recording of all amounts received and reports of transactions.

Prepares rent receipts deposits for housing authority bank accounts daily.

Monitors rent payments, compiles monthly past due list to allow property manager to create notices to quit to delinquent tenants. Assist in the preparation of the Notice to Quits and sends all requests to attorney for issuance of Notice to Quit and or writs as required.

Maintains files of all correspondence and general information. Maintains tenant files and keeps documents filed therein in proper order.

Responsible for processing all housing assistance applications, checking applications for completeness of information, and prepares ancillary forms to accompany individual application folders. Responsible for verification of all information that is included in the application, and entering all applicant information into the computer. Responsible for ordering credit reports and maintaining a database of actions regarding applicants, including scheduling of hearings.

Responsible for taking, assigning task codes and closing out work orders and monitoring work orders for timely completion.

Responsible for preparing various types of notices, and tracking of community service requirements, certain types of maintenance repairs, unit inspections, pet policy compliance and other administrative duties related to the property management.

Receives customers and provides basic information to inquiries. Directs all other persons to appropriate staff person.

Responsible for answering of phones in courteous and helpful manner and staffing front office during business hours.

Reviews official directives and correspondence to ascertain such data as changes prescribed in agency programs, policies, and procedures, and new assignments or responsibilities delegated to office.

Confers with other staff and reads staff reports and records to obtain data such as status of on-going work or projects and pending work items, indications of probable conclusions, and projected completion dates.

Coordinates activities of various staff in order to provide designated functions or services with minimum delay and optimum efficiency and accuracy.

Prepares reports on office activities required by Property Manager or Executive Director.

Any other duties as circumstances require.

**SUPERVISORY RESPONSIBILITIES:**

None

**SUPERVISION RECEIVED**

Employee reports to the Property Manager.

**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. Certified Occupancy Specialist or equivalent certification.

### **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. Bi-lingual desirable.

**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.