



The Housing Authority of the City of San Buenaventura
EQUAL OPPORTUNITY EMPLOYER

ASSISTANT PROPERTY MANAGER
Salary Range bi-weekly \$1,513.93 - \$1,890.69

DEFINITION

Assists the Property Manager in performing a variety of administrative and clerical tasks related to property management programs. Collect rents and issue receipts, perform a variety of tasks involved in processing applications, processing rents, re-examinations inspections, and related activities.

JOB CHARACTERISTICS

Assists in providing and eliciting information necessary to arrive at the appropriate determinations, accurate computations of rental payments, examining resident eligibility and assigned rents. Assists with the management of assigned properties. Work with budget limitations. Requires a detailed knowledge of the Low-Income Housing Tax Credit Program (LIHTC) and/or Public Housing program requirements, and the application of those requirements as they apply to individual circumstances of our clients.

ESSENTIAL FUNCTION STATEMENTS: *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. Essential duties may include but are not limited to the following:*

1. Perform a wide variety of administrative and clerical tasks including data entry and retrieval, word processing, typing, proofreading, filing, and maintenance and up-dating of tenant files and records related to property management programs for properties. Work with the public in person and on the telephone.
2. Assist with responding to requests and complaints from tenants. Assist in notating any needed repairs or damages to units and determine the responsible party. Notify maintenance personnel of damages, and prepare work orders for needed repairs. Assist in conducting inspections of completed repair and maintenance work, and preparation of related reports.
3. Assist in conducting annual and interim eligibility examination to verify the continued eligibility of residents. Verify income, asset information, criminal background, and references. Assess eligibility, utility allowance changes, and program compliance. Assist with the preparation and processing of required paperwork for certifications and re-certifications.
4. Assist with the collection of rent and miscellaneous payments, and late rent notices, and provide transaction receipts.
5. Prepare correspondence and various reports on programs and operations.
6. Assist showing housing facilities to prospective residents. Explain housing programs and policies. Ensure the adherence to guidelines and procedures, and enforce lease agreements.

7. Assist in conducting home visits, annual inspections of housing units, and routine move-in and move-out inspections. Instruct tenants on unit maintenance rules and techniques. Explain new or revised policies, procedures, laws or ordinances to existing tenants.
8. Assist in monitoring the condition of assigned facilities, including units, systems, and grounds.
9. Check parking lots to assure that parked vehicles have appropriate issued parking stickers. Issue warning notices and initiate vehicle removal if necessary.
10. Assist in investigations of possible program abuse or fraud, and present finding to direct supervisor. Assist in the preparation for tenant evictions.
11. Attend and participate in professional group meetings.
12. Assist in responding to general inquiries and complaints from tenants, owners, staff, and the public. Resolve issues in a timely manner, provide resource information and referrals. Screen and route calls to appropriate personnel, as necessary.
13. Maintain contact with prospective residents, social agencies, regulatory agencies, landlords and the general public and staff.
14. Be available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

QUALIFICATIONS:

Knowledge of:

- Low income tax credit program (LIHTC) qualification and Public Housing requirements.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Modern office procedures, business mathematics application, and statistical recordkeeping methods.
- Common administrative terminology and standard Authority correspondence and report format.
- Application of filing, indexing, and cross-referencing methods.
- Basic organization, rules, and regulations, including adhering to housing program principals, policies and procedures.
- General knowledge of pertinent Federal State, and local codes laws and regulations.

Ability to:

- Effectively interview and gather, record, and correctly evaluate data. Correctly interpret rules and regulations for agency staff, tenants, and the general public.
- Appropriately advise, motivate, and assist program participants, and develop a sense of community.
- Initiate and answer correspondence independently.
- Organize and prioritize work effectively, meet required deadlines, and accommodate change.
- Maintain accurate and systematic record, and maintain confidentiality.
- Function effectively in diverse cultural settings.
- Maintain a sense of surroundings to assure personal safety.
- Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.
- Work under pressure and with minimum supervision as necessary.
- Establish and maintain effective working relationships with those contacted in the course of work by providing service courteously and tactfully.

- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software. Operation of standard office equipment.
- Resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists.
- Exercise initiative and independent judgment in the absence of a supervision. Demonstrate quality customer services, good business sense, and creativity.
- Prepare clear, concise recommendations and reports.
- Communicate effectively in both English and Spanish and deal with the public effectively and courteously.

EDUCATIONAL/CERTIFICATION REQUIREMENTS

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge, skills, and abilities is:

- High School Diploma or equivalent **and**;
- College course work or a college degree is preferred; and,
- Must have at least (2) two-year' of full-time, increasingly responsible clerical/administrative experience in a position requiring extensive public contact.
- Must have at least one (1) year experience in on-site property management in the affordable housing arena, especially with tax-credit properties.
- Possession of a LIHTC Certification and/or Public Housing Certificate is desirable.
- LIHTC Certification must be obtained within 6 months from date of hire.

PHYSICAL DEMANDS ON THE POSITION: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Essential and marginal functions (may) require maintaining physical condition necessary for sitting and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

Special Requirements:

- Must have the ability to communicate, read, and write effectively in both English and Spanish and deal with the public effectively and courteously.
- Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the Housing Authority Insurance Company.
- Must be insurable by the Housing Authority's insurance carriers.
- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITON, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION

FILING DEADLINE - 4 pm October 30, 2017

Updated 10/5/17