

# PROPERTY MANAGER

## *Housing Authority of the City of Lanett, Alabama*

P.O. Box 465  
506 1<sup>st</sup> Street, Lanett, AL 36863  
Phone 334-644-5330  
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### Position Description

## Property Manager

**Date Revised:** 9-26-2024

**Date Approved:** 9/26/2024

**Title:** Property Manager

**Reports To:** Senior Property Manager

**Department/Division:** Administrative  
NORMAL HOURS

- 1) (Monday through Thursday) 8:00 a.m. until 6:00 p.m. (1 hour Lunch)
- 2) (Friday) 8:00 a.m. – 12:00 Noon

**Employment Status:** Full-Time

**Salary:** \$21.95 - \$23.26 Per Hour

**Date Closed:** Open Until Filled

### **Position Summary**

Responsible for overall management, operations, and admissions for one or more properties in the Agency's conventional public housing programs and providing regular reports on fiscal and occupancy status. The Property Manager is responsible for monitoring budgets, preparing reports on activities and budgetary status, monitoring operating practices and procedures, and working directly with residents, resident organizations, and service providers to coordinate comprehensive service delivery that enhances the social and economic well-being of the Agency residents.

Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as the Public Housing Assessment System (PHAS) and other future HUD-required evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment associated with this position.

### **Responsibilities**

Undertakes and performs the following and all other work-related duties as assigned.

1. Ensures compliance with applicable HUD guidelines, federal, state, and local regulations, laws, ordinances, and the Agency's program administration.

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2. Courteously and professionally responds to inquiries concerning policies and practices associated with the application and re-examination processes.
3. Assists applicants in completing forms and identifying required documents.
4. Review applications and documentation for completeness, log applications, and accurately input data into the computer.
5. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine applicants' financial eligibility.
6. Ensures that all requirements for written independent verification of information are met appropriately and timely.
7. After reviewing all information, identify factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.
8. Oversees the orientation and briefing process for new residents.
9. Ensures appropriate annual recertification of residents, calculation of interim adjustments, and data entry into computer database. Monitors, prepares, and distributes yearly recertification and interim adjustment notices.
10. Collects payments for rent and other services from residents and issue receipts. Posts transactions and prepares and makes deposits.
11. Maintains an accurate cash drawer and balances daily.
12. Posts various daily transactions, including rent adjustments, miscellaneous charges, security deposits, and moveouts, to resident accounts and ensures they are posted accurately.
13. Processes and maintains resident vacated accounts.
14. Run reports daily for outstanding balances, deposits, and adjustments and document the adjustments properly. Ensure that everything balances before running the end-of-day report.
15. Prepares, coordinates, and oversees the proper disposition of all paperwork relating to renting or vacating housing units by established procedures.
16. Monitors HUD's Public and Indian Housing Center (PIC) system to ensure timely reporting of third-party 50058s; monitors Enterprise Income Verification (EIV) system.
17. Prepares and submits 50058 reports in a timely manner. Corrects PIC errors and resubmits 50058s in a timely manner.

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18. Responsible for move-in/move-out procedures and timely response to resident service requests, ensuring smooth operations, productive communications, and adequate understanding during all interpersonal contacts.
19. Performs new move-in/move-out, housekeeping, emergency inspections, and re-inspections. Ensures Uniform Physical Condition Standards (UPCS) Protocol is adhered to in the performance of Real Estate Assessment Center (REAC) inspections as assigned. Oversees preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.
20. Perform inspections, at least monthly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions—issue citations when necessary and provide oversight of effective resolution of unsatisfactory conditions with residents.
21. Effectively handles complaints and legal matters within the area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and avoid continued grievances.
22. Monitors lease violations and the delinquent rent roll; oversees the issuance of delinquent notices and late payment charges; and initiates the eviction process when warranted. Ensures appropriate court documents are filed in a timely manner and appear as necessary. Monitors abandoned units.
23. Interact with the Attorney to initiate court proceedings against residents for non-payment of rent within the time frame allowed by law, expedite cases, and issue eviction notices when necessary.
24. May assist in achieving the maximum rent receivable collections for all properties as needed. Maintains a fraud list and charge-offs, and in conjunction with the Executive Director, initiates court proceedings against tenants for nonpayment of rent.
25. Monitors, reviews, and analyzes housing management data and prepares monthly, quarterly, annual, and other reports as required, addressing occupancy, delinquency rates, and other related information in a timely manner.
26. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
27. May confer with the Executive Director regarding Capital Fund needs, identify the physical conditions of Agency properties, and ensure they are maintained in marketable condition.
28. Enters work orders into the system and monitors work orders for completion and accurate charges to residents when applicable.
29. Maintains continual communication with residents and resolves concerns to foster a sense of pride in their units, the community, and belonging to the Agency family.
30. Prepare outreach programs, send information to the community and other social service agencies, and advertise in the newspaper.

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31. Coordinates with local service providers to ensure that program participants are linked to supportive services needed to achieve self-sufficiency and act as a liaison between the residents and local service providers.
32. Provides general case management, including intake, assessment, education, and referral of residents to service providers in the general community.
33. Establish familiarity with community services; maintain updated information on health, educational, vocational, and social services; maintain a network of contact persons in community organizations and government benefits programs to facilitate resident linkages.
34. Create a resident group to promote self-sufficiency and encourage residents to build informal support networks with other residents, family, and friends.
35. Seeks out financial support for needy families, gives referrals to disabled and elderly residents in need of assistance with housekeeping, and works with Child Protective Services, Adult Protective Services, and Area on Aging.
36. Confers with the Police Department; Reviews Offense Reports, which include all calls in and around the Agency; identifies lease violations and documents, sends letters to residents; and maintains all incidents of violations in resident files.
37. Schedules pest control annually and maintains and tracks keys for apartments.
38. Coordinates improving communication and cooperation between residents and management by staying knowledgeable and ensuring residents are informed of new rules, laws, regulations, etc., as the Agency interprets. Meets periodically with residents to outline changes and new directions in policies and programs.
39. Counsel residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems. Ensures residents are appropriately notified of lease violations and eviction proceedings. Ensures referral of residents to appropriate social services personnel when indicated. Work closely with other Agency departments to coordinate efforts to ensure residents receive available services.
40. Responsible for deterring and preventing resident fraud and abuse through participation in the Agency's program to prevent fraud and abuse through rent review, income verification, counseling, prosecution, etc.
41. Attend training to learn new skills and review rules, regulations, and policies.
42. Reviews and remains current on all relevant rules and regulations concerning appropriate Agency housing programs, as well as applicable local, state, and federal laws, regulations, codes, Agency's Admission Continue Occupancy Policy (ACOP), state Landlord-Tenant laws, Agency's Annual & 5-year plans and Agency rules, regulations, and administrative plan.

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43. Attends relevant Agency meetings to exchange information and develop and implement processes and activities to enhance overall performance, effective operations, and maintain optimum lease-up rates.
44. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

## Education and Experience

Bachelor's degree in business, Public Administration, or Social Sciences from an accredited college or university and at least three (3) years of progressively responsible experience in management or in an administrative capacity in property management or low-income housing, or an equivalent combination of education, training, and expertise resulting in the ability to fulfill the essential job duties of the position.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or their designee:

- |   |  |
|---|--|
| <input type="checkbox"/> Property Manager     | <input type="checkbox"/> Enterprise Income Verification System |
| <input type="checkbox"/> Occupancy Specialist | <input type="checkbox"/> Fair Housing                          |
| <input type="checkbox"/> Rent Calculation     | <input type="checkbox"/> Uniform Physical Condition Standards  |

## Knowledge and Skills

1. Thorough knowledge of Agency policy and procedures as they pertain to property management and occupancy
2. Thorough knowledge of HUD rules and regulations for public housing management.
3. Knowledge of laws and standards for public housing property management, such as Fair Housing Laws, OSHA Standards, and local and state building codes.
4. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
5. Working knowledge of the operation of the Agency's computer system and applicable software.
6. Working knowledge of the agencies that provide assistance and services to residents, including knowledge of eligibility requirements.
7. Knowledge of mathematics and general accounting procedures sufficient to perform calculations required for summarizing rent collections, making deposits and rent adjustments, and assisting the Executive Director in preparing the annual operating budget and long-term budgets.
8. Ability to maintain required records such as resident files, vacancy reports, etc.

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9. Ability to read and interpret policies and guidelines to make sound decisions.
10. Ability to prepare clear, concise reports and make appropriate recommendations within the scope of responsibility.
11. Ability to operate appropriate Agency computer equipment and software packages.
12. Ability to communicate clearly and concisely, orally and in writing. Ability to communicate on the listener's level, recognize when information has been misunderstood, and rectify any misunderstanding.
13. Skilled in analyzing situations to identify problems and offer possible solutions.

## **Supervisory Controls**

The Property Manager receives instructions primarily from the Executive Director. Typically, the employee plans and carries out work activities with minimal supervision and independently resolves problems. The employee gets specific instructions when issues are brought to the supervisor's attention and when the employee contacts the supervisor for directions. The employee's work is reviewed for accuracy and compliance with agency policies and federal, state, and local regulations, as well as attaining objectives. The Property Manager has no supervisory duties.

## **Guidelines**

Guidelines followed by the Property Manager include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity requirements. These guidelines cover most job-related situations, and the employee must often use independent judgment in making decisions within established parameters and areas of expertise. When unusual situations arise, or clarification or guidance is called for, the employee consults with the Executive Director.

## **Complexity**

The employee performs related duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The circumstances determine the course of action, assessment of critical issues, supervisor input, and established procedures and applicable regulations. The employee may coordinate, integrate, and prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and property management issues using personal judgment based on prior experience.

It may not be easy to make final application determinations and apply appropriate HUD and PHA criteria in situations such as counting or exempting individuals' income.

## **Scope and Effect**

Property Managers are critical employees in managing and operating affordable public housing. Their work affects residents, coworkers, Agency profitability, community groups, and support agencies. Accomplishing

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duties enhances the Agency's image in the community and its ability to meet its overall mission of providing decent, safe, and sanitary housing.

## **Personal Contacts**

The employees' contacts are primarily with local officials (police, city council members, City Code Enforcement), outside service agencies, contractors, advertising contacts, social workers, other employees, and residents assisted by the Agency. The purposes of these contacts are to obtain or provide information, plan and coordinate, advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Contact often requires negotiation and handling controversial matters, and it may include dealing with skeptical, uncooperative, unreceptive, hostile individuals and potentially volatile situations.

## **Physical Requirements**

1. Work is principally sedentary but may involve some physical exertion during on-site visits with residents or staff members and inspections of units and facilities.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g., moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Vision and hearing must be corrected to perform essential job functions.
6. Must work around various fumes, odors, and dust.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.
9. Must be able to perform essential job functions in an environment that sometimes includes increased stress levels.
10. An employee may request reasonable accommodation to mitigate any of the physical requirements listed above.

## **Work Environment**

Work involves the normal risks or discomfort associated with an office environment and is usually in an adequately cooled, heated, lighted, and ventilated area. However, it also involves working outdoors while visiting housing developments, sites, dwellings, or facilities.

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## Special Requirements

1. Must possess a State of Alabama driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Lanett Housing is an Equal Opportunity Employer. This job description is subject to change and in no manner implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities. The qualifications listed above are guidelines; other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Lanett Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or person. Management reserves the right to add, delete, or modify all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

**Application Process:** Applications are available on the authority's website at [lanetthousing.com](http://lanetthousing.com) under "New Employment Opportunity Available." To apply by mail, submit an application, resume, and cover letter to Lanett Housing Authority, P.O. Box 465, Lanett, AL 36863, apply in person at the Lanett Housing Authority Administrative Office located at 506 1st St, Lanett, AL 36863, or submit by email at [jobs@lanetthousing.com](mailto:jobs@lanetthousing.com)