

**HOUSING AUTHORITY OF WILSON**  
**Job Description**

**Job Title:** Property Manager

**Department:** Public Housing

**Reports To:** Director of Housing Management

**FLSA Status:** Exempt

**Summary:** The occupant of this position is responsible for the day-to-day management of the properties within the Housing Authority of Wilson. The Property Manager works directly with the Director of Housing Management in the decision making regarding occupancy and maintenance to assure well maintained properties. Oversees and assists the application and rental process to determine eligibility, monitors and ensures compliance with dwelling lease agreements, manages the rental programs; assures quality building and ground maintenance and security of the property.

The employee must possess the ability to interpret and implement policy and procedures and communicate with customers and other employees.

**Major Responsibilities**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required and the scope of the responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other AMP property areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. Manages and assists with the application process to determine eligibility for Public Housing and processes, including, but not limited to: determines family income, rent computation, income verifications, and exercises approval over applications for residency and lease agreements based on required application data collected and background information. Orients new residents on the practices of the Housing Authority, HUD guidelines, rules and regulations.
2. Manages and assists with the rental program to assure eligibility following Housing Authority and HUD guidelines, including, but not limited to: lease enforcement and rent collection, charges, utilities, resident notices, report preparation including PIC, EIV/UIV and monthly board reports, mailing, community service requirements, move-in, move-outs, work orders, inspection of units, transfer requests, annual/interim re-certifications, monthly rent-rolls, rental adjustments and ensures household income and family composition is in compliance with Housing Authority policy and procedures and Federal regulations. Monitors delinquencies, initiates and attends court actions for past due rental accounts for

forcible detainers, small claims, and wage garnishments. Handles and resolves complaints regarding applicant's/resident's concerns about eligibility or ineligibility. Initiate evictions proceedings as needed. Refer residents for appropriate counseling when necessary.

3. Coordinates residents' services for, including, but not limited to: investigation of complaints, disturbances and violations of rules and regulations, response to questions and complaints from the residents and the public; showing of apartments to prospective residents and coordinating activities for the community center.
4. Performs interviews and in-house inspections to update files and conducts interim/annual re-certifications with residents for continued occupancy to ensure compliance from the screening of applicants for residency in accordance with HUD rules and regulations and Housing Authority policies and procedures.
5. Manages the maintenance staff in that AMP assuring the completion of work orders for repairs, grounds maintenance and security of the property in compliance with HUD guidelines, rules and regulations, including, but not limited to: inspections of grounds, properties and non-dwelling and common areas, to determine necessary repairs and maintenance to include move-in and move-outs, inspections of property for damages, graffiti hazardous conditions to ensure grounds and units are properly maintained.
6. Maintains liaison with law enforcement and social service agencies.
7. Prepares criminal check documents and processes the returns.

### **Required Knowledge and Abilities**

1. Knowledge of property management.
2. Knowledge of the purpose, policies and regulations of the Housing Authority as established by the Board of Commissioners and/or set forth by HUD regulations as required to determine eligibility of applicants for Public Housing and ensure compliance with local, state and federal regulations.
3. Knowledge and ability to apply basic and complex business and management principles involved in planning and human resources.
4. Knowledge of plans, programs and organizational structure of the Housing Authority as required preparing monthly reports and staying abreast of housing vacancies, availability and assignment of vacant units.
5. Ability to direct and supervise subordinates, including, but not limited to, disciplinary action, reporting work-related injuries, rules for requesting and reporting overtime, sick and annual leave, performance appraisal methods and techniques as required in supervising

and/or counseling employees. Evaluate performance of subordinates, correct deficiencies, counsel, motivate and to foster teamwork as needed to plan and implement programs, to establish performance standards or goals.

6. Knowledge of Housing Authority Human Resources policies and procedures, state and federal personnel laws, rules and regulations and procedures, including, but not limited to: Family & Medical Leave Act, Americans with Disabilities Act, Fair Labor Standards Act, workers compensation, medical insurance, retirement plan coverage and other employee benefits, services and policies.
7. Ability to identify employee training needs and to develop or provide employee training programs as needed to ensure that employees can perform assigned work.
8. Knowledge of federal, state and city laws and ordinances governing Public Housing including, health laws, fire regulations, leasing of property and evictions as required in providing information pertaining to residential, multi-family facility design, construction and maintenance.
9. Knowledge of facility maintenance to include basic knowledge of property and grounds maintenance, safety and security as required to assist the Maintenance Supervisor in the supervision of maintenance employees and contractors and response to tenant's complaints.
10. Ability to communicate effectively, both written and orally with persons of all ethnic and educational background projecting a positive image of the Housing Authority of Wilson.
11. Ability to effectively plan and organize work to include time management, prioritizing, responds timely and effectively to day-to-day problems, handling multi-tasks, meeting deadlines, etc.
12. Ability to establish and maintain effective working relationships with subordinates, residents, community leaders, public officials, social/community service agency representatives and the general public.
13. Ability to investigate and analyze conflicts, complaints or problems involving employees, tenants or the public in unpleasant or risky situations and to take the appropriate actions.
14. Ability to work independently without direct supervision and to initiate projects or actions to resolve or prevent problems.

### **Physical/Equipment Requirements**

1. Must be physically able to operate a variety of automated office machines, including computers, copiers, printers, facsimile machines, telephone, etc.

2. Must be able to work move or carry objects or materials such as files, computer printouts, reports, calculator, pencils, legal pads, etc.
3. Ability to physically inspect the properties in its entirety to include, walking and climbing stairs.
4. Ability to withstand all weather conditions and serve on-call, as scheduled or as necessary.
5. Must be physically able to operate/use vehicle.

**Minimum Education, Training and Experience**

Sufficient education, training, and/or work experience to demonstrate possession of the following knowledge, skills, and abilities which would typically be acquired through:

Associate Degree or two (2) years progressively responsible in supervision and administrative operations related to housing and maintenance of multiple public or private facilities.

Minimum of one (1) year experience in Public Housing/Section 8 preferred.

**Special Requirements**

1. Possession of a current valid driver's license.
2. Ability to obtain certification for a Property Manager within two years of employment.

This job description does not constitute a contract of employment. Any oral or written statement or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the employer (the Housing Authority of Wilson) at the discretion of the employer, or as the needs of the employer and/or requirements of the job change. The Housing Authority of Wilson explicitly reserves the right to modify any of the provisions of this job description at any time and without notice. The duties listed above are intended only as illustrations of various types of work that may be performed. The omission of specific statements of duties or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_