

Assistant Property Manager

Dept/Div: Asset Property Management/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs difficult skilled technical and administrative work providing assistance to the Property Manager in the daily operations of assigned property, collecting rent, generating work orders, assisting residents, conducting annual re-examinations, performing property inspections, preparing and maintaining files, records, and reports, and related work as apparent or assigned. Work is performed under the limited supervision of the Property Manager.

Qualification Requirements

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

Essential Functions

Serves as point of contact for residents, applicants, and the general public; answers phones, greets applicants, tenants, and visitors; assists and/or refers tenants based on concerns and problems; interviews potential residents for housing needs; assists citizens with the completion of applications and verifies information for accuracy and completeness; follows up with citizens on waiting list.

Schedules annual and interim certifications and recertifications; verifies income; enters information into computer system to calculate rent.

Generates work orders in response to requests for repairs from residents; closes out work orders in accordance with established procedures.

Collects rent and other charges from residents and enters corresponding data into computer system; posts charges associated with work, late charges, etc., and generates notices for residents; processes requests for rent adjustments; follows up on delinquent accounts and pursues collections; prepares and makes bank deposits.

Counsels residents; resolves conflicts and complaints among residents.

Assists with eviction process and prepares supporting documentation; prepares and delivers court documents; attends court as needed.

Performs general administrative tasks as required; prepares correspondence and reports; prepares and maintains files and records.

Enters and maintains records of resident community service hours as appropriate.

Assists with leasing housing units; coordinates move-ins and move-outs; communicates with residents as needed to inform of policies, procedures, rules, and regulations.

Conducts property inspections including move-in, move-out, housekeeping, and grounds in order to ensure adherence to established standards.

Refers residents with special problems such as economic, social, legal, health, etc., to groups or agencies that provide assistance as appropriate; assists and encourages residents to become self-sufficient by referring to programs directed toward self-sufficiency.

Knowledge, Skills and Abilities

Thorough knowledge of public housing management principles and practices; thorough knowledge of the laws, ordinances, rules, and regulations pertaining to a public housing agency; general knowledge of the principles of modern office procedures, systems, and equipment; general knowledge of the policies, procedures, and activities of the department; general knowledge of the Federal guidelines governing public housing; thorough knowledge of modern bookkeeping/accounting practices and money handling; skill in the use of personal computers, associated software packages, hardware, and peripheral equipment; ability to maintain high standards of accuracy in exercising duties; ability to anticipate work to be completed and initiate proper and acceptable direction for completion of work with a minimum of supervision and instruction; ability to work independently on responsible and confidential assignments and administrative tasks; ability to make arithmetical computation quickly and accurately; ability to meet with tenants and to discuss problems and complaints; ability to interpret and implement government policies and regulations; ability to communicate and present ideas effectively both orally and in writing; ability to establish and maintain effective working relationships with associates, tenants, consultants, contractors, and the general public.

Assistant Property Manager

Education and Experience

Associates/Technical degree with coursework in business administration, social sciences, or related field and moderate experience in public housing including administrative support and bookkeeping, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires sitting and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license in the State of North Carolina.

Last Revised: 8/18/2016