

Assistant Property Manager

Overview: The Assistant Property Manager is responsible for occupancy, compliance, maintenance, tenant relations, and operating budget for approximately 100 units of affordable housing

Responsibilities

- **Ensure full occupancy of units**
 - Distribute applications and answer questions
 - Review rental applications and ensure timely processing in accordance with Fair Housing requirements.
 - Work with maintenance staff to ensure that units are ready for occupancy in a timely fashion.
 - Collect lease documents
- **Ensure adherence to lease agreements, including rent collection**
 - Collect rent and share information on rent increases with tenants
 - Establish and monitor payment agreements
 - Issue lease violations, coordinating with Social Services staff as needed. Support tenants in resolving lease violations, including applications to emergency grants
 - Review delinquency report each month
- **Compliance**
 - Ensure tenants comply with re-certification requirements. Request and obtain third party documentation (e.g. banks, employers, etc.) needed for recertification
 - Ensure lease renewal documents are completed in a timely manner.
 - Collaborate with Supportive Services staff to ensure tenants resolve compliance lease violations
 - Complete periodic reports to regulators and investors, as required by agreement terms
- **Maintenance and inspections**
 - Ensure full range of maintenance activities – grounds, custodial, preventive, corrective, deferred and emergency maintenance – occurs
 - Hire and supervise maintenance staff. Approve timesheets and conduct annual evaluations
 - Supervise maintenance staff to prioritize and complete work orders
 - Prepare schedule of long term and short term maintenance needs, including preventative maintenance and maintenance of grounds and exteriors
 - Ensure all housing is ready to be inspected by regulators and investors and that all inspections are excellent. Ensure identified issues are addressed quickly and completely
 - Conduct regular visual inspections (walk-thrus) of common areas of each development.
 - Serve as the point of contact for funder site visits and inspections
 - Submit insurance claims, as needed
 - Ensure staff and outside contractors adhere to safe work practices
- **Operating budget**
 - Work with Asset Director to develop yearly operating budget for developments
 - Manage finances to budget, including reviewing monthly utility bills and forwarding tenant charges (e.g. damages, utilities) to finance staff
 - Submit or approve purchases, services and work orders (e.g. repairs, utilities, office supplies), and ensure appropriate documentation

- **Tenant relations and tenant services**

- Maintain on-site offices and regular office hours and respond to tenant concerns and suggestions
- In consultation with Supportive Services staff, notify tenants of any issues affecting their tenancy. Meet with tenants to discuss lease violations and/or tenant concerns, including maintenance issues and conflicts with other tenants. Coordinate with family members and/or outside agencies, when necessary.
- Coordinate with Supportive Services staff to provide tenant activities
- When necessary, prepare eviction cases in conjunction with WCRP's lawyer and represent WCRP in court proceedings
- Ensure staff and outside contractors treat tenants with courtesy and respect

Qualifications

- High School Diploma or GED required, college degree a plus
- At least two years of experience in multi-family, LIHTC (low-income housing tax credit) property management
- Knowledge of HUD programs including but not limited to HOME and project-based Section 8
- Proficiency in Microsoft Word, Excel, and Outlook and property management software (e.g. Yardi or other)
- Excellent customer service skills
- Ability to look ahead and anticipate issues affecting occupancy and budget
- A track record of meeting deadlines and working proactively, with strong organizational skills
- Able to travel between Property Management offices throughout Philadelphia each week

Key relationships

- Reports to Asset Director
- Supervises Maintenance Technician(s) and Receptionist
- Partners with Supportive Services staff in work with tenants
- Collaborates closely with other management-level Property Management staff to ensure budget adherence and compliance with compliance and inspection requirements

To apply for this position, please submit cover letter and resume to WCRP's Asset Manager at azayas@wcrpphila.org.