SECOND STEP HOUSING - JOB DESCRIPTION

Job Title: Property Manager Status: Hourly

Reports to: Executive Director Shifts/Hours: 16 hours per week

Salary: $18-20/hour (DOE), prorated medical and dental insurance benefits available

**JOB SUMMARY**

Responsible for the overall operations and organization of the Second Step Housing transitional housing portfolio including lease-ups and move-outs, responding to resident inquiries, coordinating maintenance, administrative duties, adhering to all Federal, State and local laws, maintaining positive relationships with residents and partners, and ensuring that all required policies and procedures are followed. This position works in close coordination with the Housing Services Manager and Executive Director – positive, ongoing communication among this team is critical to organizational success.

**ESSENTIAL JOB FUNCTIONS**

1. Understand and apply all Second Step Housing policies and procedures; rules and regulations; and the terms of leases. Comply with the (state) Residential Landlord & Tenant Act and all other governmental laws and regulations.
2. Immediately report any safety or health hazard or other unusual events to the Executive Director or other appropriate authority. Maintain effective safety awareness to limit property loss and damage or injury to residents.
3. Operate the property within the budgeted guidelines established. Ensure all service and maintenance is completed as contracted prior to approval of invoices. Promptly approve and submit all property invoices for payment.
4. Inspect the properties on a recurring schedule including all common areas and garages, parking lot and carports, and any vacant units. In the event of unit turnover, promptly schedule outside contractors to clean vacant units and schedule any necessary maintenance work to minimize down time.
5. Effectively lease units under established rental policies. Qualify prospective residents and verify and approve rental applications under established acceptance guidelines. Renew leases under current rental policies and as approved by the Executive Director.
6. Maintain accurate and complete resident, maintenance, vendor files; work order logs; permits and licenses; and other property records. Ensure all computer data, including rent roll, move-in and move-out; and property status information is accurate and up to date.
7. Enforce a fair and comprehensive rental collection policy. Accurately account for all income received, ensure that income data is entered into the secure online system and bank deposits made in accordance with Second Step’s policies and procedures. Attend court proceedings as needed.
8. Ensure courteous and timely response to all resident requests and work orders.
9. Ensure that all property reports are submitted accurately and on time. Maintain an inventory of all personal property, furniture, fixtures and equipment.
10. Identify deferred maintenance, major repair and capital improvement work that will improve the property performance.
11. Obtain competitive bids and proposals for work and services necessary for the daily operation of properties. Assist the Executive Director by coordinating special projects, major repairs and capital improvement work performed by outside contractors.
12. Maintain strict confidentiality of all company, property and resident matters.

**GENERAL QUALIFICATIONS: EXPERIENCE, KNOWLEDGE, SKILLS**

* At least two years of property management experience in a similar role.
* Ability to work collaboratively, assertively and interdependently with co-workers.
* Promote and respect the worth and dignity of each resident.
* Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
* Familiarity with federal, state, and jurisdictional laws and regulations concerning multi-family housing, Fair Housing, and employee safety.
* Strong written and oral communication skills. Computer proficiency (Word, Excel, Outlook).
* While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is often required to climb or balance. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds.

**EDUCATION/LICENSURE/CERTIFICATIONS**

Associate’s or Bachelor’s degree preferred. Experience in a related job or field can be substituted for education preference. Must possess a valid driver’s license and access to a reliable car.

**WORK ENVIRNONMENT**

Frequent fast paced and challenging situations. Potential for occasional exposure to conflict and/or aggressive behavior. While performing the duties of this job, the employee is sometimes exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**REASONABLE ACCOMMODATIONS WILL BE MADE FOR QUALIFIED APPLICANTS WITH DISABILITIES**

Interested applicants are asked to submit a resume, cover letter, and three professional references to Tim Foley: [tfoley@secondstephousing.org](mailto:tfoley@secondstephousing.org)