



# Property Manager

## POSITION DESCRIPTION

<b>JOB CLASSIFICATION:</b>	<b>Non-Exempt</b>
<b>SUPERVISION EXERCISED:</b>	<b>None</b>
<b>TEAM:</b>	<b>Property Management</b>
<b>SUPERVISOR:</b>	<b>Prop. Mgmt. Supervisor</b>
<b>DATE:</b>	<b>January 25, 2023</b>

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### JOB SUMMARY

The property manager performs a variety of work, including budget management, leasing of units, execution and enforcement of leases, annual reviews of tenant income, property inspections and processing of maintenance requests. The property manager will help establish and maintain a level of pride in the performance and appearance of GJHA communities by ensuring the property remains a safe, comfortable home that our residents can be proud to reside in. The property manager works collaboratively with the Maintenance, Supportive Services, and Eligibility and Vouchers departments, to achieve the best outcomes for asset management of the Grand Junction Housing Authority portfolio. The property management team is structured to manage the portfolio, and therefore the property managers fulfill specific functions of the property management job description; property managers are trained in specific functions and once competent in the assigned function, cross training in other areas is provided.

### ESSENTIAL JOB FUNCTIONS

#### Property Manager - Recertifications

- Conducts quality control review of prospective tenant files in accordance with appropriate rules and regulations. Executes and reviews leases with tenants.
- Maintain tenant files in accordance with applicable procedures and regulations, including the eligibility status of current tenants.
- Completes Annual Inspections in accordance with appropriate rules and regulations. Provides information to Tenant Relations for follow up.
- Prepares, by the deadline, all applicable reports, financial and tenant eligibility records, and any other reports deemed necessary.
- Provides general information about GJHA Properties to the public and directs them to the GJHA Main Office as needed.

#### Property Manager – Tenant Financial

- Assist with the preparation and the monitoring of a balanced budget for the community with the assistance of the Asset Manager, Property Management Team Supervisor, Maintenance Team Supervisor and Finance Team.
- Create and post all notices of non-payment. Review monthly delinquency reports and meet or exceed all delinquency and occupancy benchmarks.
- Review tenant accounts and issue statements as needed.
- Prepares, by the deadline, all applicable reports, financial and tenant eligibility records, and any other reports deemed necessary.
- Provides general information about GJHA Properties to the public and directs them to the GJHA Main Office as needed.

### **Property Manager – Tenant Relations**

- Responsible for lease enforcement duties including, but not limited to notifying tenants of non-compliance, mediating tenant relation issues, filing proper documentation, and testifying in court.
- Reports to maintenance in response to tenant reports and inspection findings. Follows up with Tenants to ensure work was completed satisfactorily.
- Responds to and documents all client/resident complaints and mediates conflicts.
- Make appropriate referrals to Service Coordinator, Housing Advocate and other appropriate community resources. Works with service providers and tenant to assure services assist with keeping the tenant in stable housing.
- Assist with the move-in, move-out and transfer process in coordination with maintenance and leasing agent in order to ensure that apartments are in superior condition for occupancy.
- Prepares, by the deadline, all applicable reports, financial and tenant eligibility records, and any other reports deemed necessary.
- Promote resident involvement and responsibility for the overall operation of the facility, through participation in tenant activities and interaction with residents and staff to foster a community environment
- Ensure efficient operation and maintenance of mechanical systems and all aspects of the building and grounds security and cleanliness by working with maintenance staff to ensure timely repairs, regular ongoing maintenance and efficient apartment turnover.
- Provides general information about GJHA Properties to the public and directs them to the GJHA Main Office as needed.
- Serves all legal documentation professionally in accordance with the statute.
- Performs other duties as assigned.

### **ADDITIONAL JOB FUNCTIONS**

- Treats people with respect and work with integrity and professional ethics, upholding the agency's values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
- Follow Grand Junction Housing Authority (GJHA), U.S. Department of Housing and Urban Development (HUD), Financial Partners and Colorado Housing and Finance Authority (CHFA) policies, procedures, rules and regulations, where applicable. Must have or acquire a working knowledge of all pertinent regulations applicable to the position.
- Adapts well to change in the work environment. Works with frequent interruptions and responds calmly and professionally to emergency situations. Demonstrates the ability to provide quality services to a culturally diverse population. Must be respectful and professional at all times.
- Maintains the utmost confidentiality of all applicant and tenant information.
- Must be a team player and act at all times in a manner that is in the best interest of GJHA.
- Communicates and reports to the appropriate member of the Leadership and/or Executive Teams, any matters regarding liability and risk management issues at properties as well as any suggestions to improve or enhance quality of life issues provided by the clients/residents.
- Uses a time management system and other organizational tools set up by the GJHA.
- Establishes and maintains effective working relationships with other employees and community agencies. Ability to work in a team environment placing the interests of the team above own.
- Makes rational and appropriate decisions. Writes and speaks clearly and professionally.
- Daily in town travel, using own vehicle. Minimal out of town training may be required
- Attend scheduled meetings with the Property Management Supervisor to discuss various items of concern and/or interest to both parties.
- Responsible to maintain office in a neat and clean manner. No information relating to applicants and tenants, including files and computer screens, visible to office visitors or left on the desk after work hours.

#### **MINIMUM QUALIFICATIONS / SKILLS NEEDED**

- High school diploma or equivalent required. Additional two years of college with emphasis in public or business administration or subject areas appropriate to the assigned duties, or two years minimum experience in property management and/or progressively responsible management position preferred. Work experience should be appropriate to this position.
- Proficient in Microsoft Windows and must have or acquire a working knowledge of GJHA tenant software (HAB) within three months of date of hire.
- Requires strong skills in organization, time management, initiative, and attention to detail. Must be able to deal with frequent interruptions and to successfully work with a variety of populations.

- Position requires full-time work, in-person. Remote work may be infrequently available with Supervisor approval.
- Requires excellent written and verbal communication and organizational skills and the ability to exercise independent judgment and work with limited supervision. Strong de-escalation, ability to set professional boundaries, and conflict resolution skills are a must have.
- Must have or acquire working knowledge of the following within three months of date of hire:
  - Housing management and occupancy issues, statutes and requirements;
  - The Low-Income Housing Tax Credit program;
  - HUD Multi-Family Programs
  - Fair Housing/Reasonable Accommodations
  - Marketing strategies and processes, in compliance with Equal Housing Opportunity;
  - Basic principles, practices, and techniques of residential property management;
- Requires a valid Colorado Driver's License and the ability to be insured at standard rates.
- Criminal background checks drug screening will be required.

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Employee Name (Print)

Employee Signature

Date