



Bear Springs Apartments / San Antonio, Texas 78245
(210) 231-2003 ☐ Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	Property Manager	SEND RESUME TO	jobs@habctx.org
SUPERVISOR	Executive Director/Director	DEPARTMENT	Operations
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

The Property Manager is a multi-faceted leader that is responsible for the overall performance of an assigned community, in the areas of financial management appearance with the owner's objectives and in accordance with TDHCA compliance procedures and resident relations. This position is also responsible for managing the day-to-day operations of the community management office and assigned staff. The Property Manager serves as an advocate for maintaining Housing as a community resource and promotes to its residence and the general public an understanding of the Housing Authority of Bexar County's programs.

The Manager is also responsible to deliver exemplary customer service with the utmost professional demeanor, when interacting with residents, owners, community members, vendors, and employees.

Essential Duties, Responsibilities and Experience:

The position duties, responsibilities and experience listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Inspects property on a daily basis to ensure all aspects of the property and curb appeal meet the HABC standards
- Renders the community curb appeal in a condition that is enticing to the client traffic and exceeds the neighborhood market.
- Inspects aged and/or selected vacancies on a weekly basis to monitor upkeep and ensure HABC make-ready standards are being met.
- Monitors occupancy and advises Supervisor of any problems.
- Oversees and manages the details of apartment turnarounds and contractor work.
- Ensures compliance with existing HABC policy for apartment turnaround times.
- Maintains collections above the minimum standards established by the housing authority or in accordance with the guidance provided by the Executive Director.
- Reviews all requests for transfer and walks units as required; and ensures a resident history review is completed by management prior to transfer being approved.
- Maintains approved budgets and requests the appropriate Supervisor
- Prepares and submits budget variance reports, executive summaries, budget forecasts and month-end accounting and rent reports.
- Manages trains and counsels on-site staff. Consults with supervisor regarding special circumstances or issues that should be elevated to a higher authority
- Ensure proper coverage during office hours. Coordinates and approves PTO requests.

- Conducts annual employee performance evaluations
- Analyzes monthly performance
- Communicates through weekly staff meetings the strategy changes for the coming week, short and long term goals for the community operation
- Prepares all advertising and marketing procedures.
- Prepares weekly and monthly statistical reports.
- Utilizes the affirmative fair housing marketing plan for resident outreach.
- Reviews all rental applications and lease forms for accuracy and compliance to state and local law and the agency's policy and procedure.
- Must have considerable knowledge of state and local law in addition to knowledge of the Section 8 rental assistance programs, in accordance with HUD policy and procedure.
- Willingness to perform any task that is required to allow the complex to run smoothly and efficiently.
- Create an appearance and manner to enhance the image of the property.
- Must possess excellent communications skills.
- Considerable experience in working with the public.
- Knowledge of tenant accounting principles.
- Must be a Certified Apartment Manager and/or Certified Public Housing Manager.
- Must be able to type a minimum 40 WPM. Graduation from a four-year college or university preferred Associates Degree in social services, human services, business management, management or successful completion of 60 semester hours of college coursework in any of the areas or combination. A combination of experience and/or education will be considered. 2-3 years property management or related field. 1 year of supervisory leasing and maintenance staff experience. Must be flexible and available to work a flexible schedule which may include weekends depending on the needs of the community and upon the directive of the Executive Director.
- Successful completion of a criminal history background check, education and work history verification, and drug screening test.
- Ability to communicate effectively in Spanish and English
- Other duties as assigned.

TENANT MANAGEMENT:

Applicant Interviews

Conducts interviews to determine family composition, source and amount of income. Records employment history, retail credit reports. Verifies and records Names, birth dates and Social Security numbers of all family members.

Rent Computation

Computes rent for new applicants when verification of income is complete, by applying established factors used in rent computation

Rent Collection

Responsible for enforcing rent payment policy and collection of rental payments from residents by money order, check or cashier's check. Post payments to proper journals and ledgers and prepares receipts. Recomputed rent on current residents after each continued occupancy interview and when residents voluntary reporting warrants such action. Reviews market rents and collections to ensure that the proper rent, NSF and bad debt collection procedures are being followed.

Receives Resident's Complaints

Investigates all residents' complaints. Sets up appointment for follow-up if problem is not solved in first interview or if problem is of such nature that a group interview is needed. Takes action deemed necessary or refers problem to Executive Director. Places signed resident statements in his permanent file.

Home Visits

Makes a visit to resident's home on a monthly basis or when complaint is received from resident's neighbors on such matters as poor housekeeping or truancy. Makes investigation and counsels with offending resident. Make home visit to resident when fails to respond to call-in from office.

Other Requirements;

Must possess a valid Texas driver's license.

Supervision:

The employee receives work assignments from the Director. Priorities and time frames are established by the Director to achieve department goals. The Director monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. The Property Manager is responsible for setting priorities to effectively manage their caseload and assist the department in accomplishing goals.

The employee has no supervisory responsibilities.

Guidelines:

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

Complexity:

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.

Scope and Effect:

The employee's work primarily affects the administrative output of the Assisted Housing Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

Public Contacts:

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

Mental and Physical Abilities:

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.