



## Gary Housing Authority

### Position Description

<b>Position Title:</b>	Property Manager II	<b>Department:</b>	Property Management
<b>Reports to:</b>	Regional Manager	<b>Approved By:</b>	Executive Director/ CEO
<b>FLSA Status:</b>	Exempt	<b>Approved Date:</b>	11/2022

### Position Summary

The Property Manager has overall responsibility for daily operations of the property, residence compliance and satisfaction, maintenance & upkeep, and HUD compliance & monitoring. The Property Manager works to establish and maintain positive, productive relationships with the community, government agencies, outside contractors, maintenance personnel, and with all residents at the property, ensuring consistent application of GHA policies and procedures.

### Essential Duties and Responsibilities

1. Provides day-to-day supervision to assigned staff. Delegates tasks as appropriate, schedules work and monitors performance. Conducts performance appraisals and takes personnel actions in accordance with the Authority's policies
2. Interprets HUD regulations and program guidelines to ensure the Authority's compliance with all public housing admissions and keeps abreast of changes in regulations.
3. Oversees compliance including conducting move-in/out inspections as well as annual inspections in preparation for REAC inspections.
4. Monitors occupancy compliance and constantly strives to achieve occupancy goals.
5. The manager is obligated to respond to all after-hours calls for service/emergencies after normal business hours (evenings, weekends, and holidays). A designee can be appointed for adverse or extenuating circumstances if approved by immediate supervisor.
6. May show vacant units to possible residents and supervises required maintenance in preparing vacant units for rental.
7. Assures accurate calculations and collection of rent for incoming and existing residents.
8. Prepares and maintains monthly reports and records using the Authority's approved software system.
9. Works with the Finance Department to prepare and monitor the budget for the AMP to and assures monthly spending is within established guidelines.
10. Enforces equal housing laws and regulations. Accepts applicant requests for informal reviews and processes them accordingly.
11. Monitors all files and records to assure they are accurate and maintained in a neat and well-organized manner.
12. Responsible for the approval and execution of leases, repayment agreements, etc
13. Assists the Resident Council in planning programs.
14. Coordinates social activities with onsite staff to ensure resident satisfaction and retention.
15. Executes eviction notices for non-paying residents or undesirable residents.



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16. Resolves residents' complaints in a timely, professional, and efficient manner.
17. Manages the financial responsibilities of the properties including annual budget and petty cash process.
18. Walks the Asset Management Property (AMP) daily and takes notes and addresses issues in a timely and efficient manner.
19. Ensures the safety of residents through crime prevention programs and promotes awareness for all residents.

### **KNOWLEDGE SKILLS AND ABILITIES**

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA), HUD, and local, state, and federal laws governing public housing programs including resident selection, leasing of property and evictions.
2. Knowledge of the rules and regulations governing the public housing management as well as policies, and regulations of the Authority.
3. Knowledge of local, state, and federal community social services and funding sources.
4. Knowledge of report preparation techniques and procedures.
5. Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
6. Ability to supervise staff, providing effective delegation in order to achieve organizational objectives
7. Ability to assist in planning, promoting, and evaluating housing and housing-related programs.
8. Must possess good communication skills in order to prepare and present ideas in a clear and concise manner, both orally and in writing.
9. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials.
10. Must be able to work well under pressure.
11. Ability to train and onboard new employees explaining and enforcing organizational policies, rules, regulations, and procedures.
12. Skilled in the employee interview process, employee record keeping, employee coaching, and the progressive discipline process
13. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.



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#### Education, Experience & Requirements

1. Bachelor's degree from an accredited college or university in Business, Public Administration or a Social Services related field preferred. Any equivalent combination of education, training and experience which provides the required knowledge and abilities.
2. Five(5) to ten (10) years of work experience in property management, public housing occupancy or assisted housing management, with progressive supervisory experience at least five (5) years in a management capacity.
3. Proficient in MS Office, Yardi and One-Site software
4. Cooperative and engaging team spirit with collaborative work groups
5. Significant customer service experience
6. Certified as a Public Housing Manager or equivalent; if not, certification must be obtained within one year of employment.
7. Housing Choice voucher and Low-Income Housing Tax Credit (LIHTC) specialist certification required or must be obtained within one year of employment.
8. Other certifications as required or needed.

#### Special Requirements

1. Level of manual dexterity sufficient to allow for operation of computer keyboard, telephone, fax machine, calculator, etc.
2. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, office supplies, etc.
3. Must be able to stand, climb stairs, walk, lift, carry, bend, and stoop.
4. Hearing and visual ability required to read handwritten and/or typed documents, computer screens, etc. and answer telephone calls.
5. Able to be bonded.
6. Must possess a valid driver's license.
7. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*This position description in no way states or implies that these are the only job duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.*

**Those interested in applying should submit a letter of interest and a resume to:  
Wcook@garyhousing.org**