

## PROPERTY MANAGER

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative and managerial position responsible for all aspects of property management for multiple properties within the Rochester Housing Authority. In addition to the day-to-day management, operation, and maintenance of properties, the Property Manager provides oversight to the marketing and leasing of properties, the preparation of vacated units for rental, emergency repairs of properties, and lease compliance of tenants. Property Managers work under the general supervision of the Assistant Director of Public Housing and work closely with them in the preparation of operating and preventive maintenance budgets for properties under their control. Direct supervision is exercised over Housing Specialists, maintenance staff, and clerical support staff. Performs related work as required.

### TYPICAL WORK ACTIVITIES:

- Directs the day-to-day management, operation, and maintenance of properties by ensuring that the properties operate within established financial guidelines and meet pre-established property standards;
- Oversee the marketing of properties by making regular market comparisons, reviewing rent rolls and turnover rates to maximize occupancy rates;
- Supervises the sector office, including the preparation and maintenance of tenant records, account records, accident reports, cost reports, requisitions, budget estimates and related management records and reports;
- Directs project maintenance activities, including supervising maintenance staff and establishing priorities and schedules for maintenance and preventive maintenance activities;
- Reviews and approves all expenditure and payables for disbursement;
- Supervises professional and clerical staff, including assigning and reviewing work, providing policy and procedural guidance, evaluating performance, initiating discipline, authorizing leave time, and verifying time worked;
- Solicits and awards bids to private contractors and reviews the work performed to ensure it adheres to the terms of the contract;
- Coordinates capital improvement projects;
- Prepares punch lists for new construction and renovations to existing structures to ensure that the proper work has been performed;
- Reviews complaints from tenants, tenant groups, and various community organizations to devise resolutions or make referrals where necessary;
- Prepare reports and correspondence related to management activities;
- Directs rent collection programs administered by sector staff and revises existing programs where necessary;
- Prepares the annual budget for all maintenance and line items within their assigned properties;
- Reviews monthly income statements, balance sheets, and general ledgers to prepare quarterly report on any budget variances.

### ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of public or private housing management or development;
- Knowledge of the principles and practices of office management;

#### ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES: (continued)

- Knowledge of effective supervisory practices;
- Knowledge of the principles and practices of fiscal management;
- Knowledge of the principles and practices of building maintenance;
- Knowledge of principles and practices of marketing;
- Knowledge of and ability to use personal computer and word processing software;
- Knowledge of the principles and practices of specification writing and contract administration;
- Ability to read, understand and interpret complex written and numerical material;
- Ability to plan, organize and supervise the work of a large professional, operational and clerical staff;
- Ability to assess the cost of building maintenance tasks and projects;
- Ability to set priorities and plan work assignments;
- Ability to prepare numerical or tabular reports;
- Ability to review the work of others;
- Ability to prepare clear and concise written reports and correspondence;
- Ability to deal tactfully and professionally with a variety of people.

#### FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

- All the entry level KSA's PLUS;
- Knowledge of local laws and codes governing housing standards;
- Knowledge of the policies and procedures of the Rochester Housing Authority (RHA);
- Knowledge of RHA's personnel procedures and labor union contract;
- Knowledge of the HUD budget process;
- Knowledge of the New York State Public Housing Law;
- Ability to evaluate and recommend improvements to RHA's policies and procedures;
- Ability to understand, interpret, and explain to other staff and tenants various RHA rules and regulations.

#### MINIMUM QUALIFICATIONS:

High school diploma or equivalent; AND

A) Bachelor's degree in business administration, Public Administration, Real Estate Management, or closely related field PLUS three (3) years of experience providing property management services including two (2) years of experience supervising a staff consisting of maintenance and clerical personnel;

**OR**

B) Associate's degree in business administration, Public Administration, Real Estate Management, or closely related field PLUS five (5) years of experience providing property management services including two (2) years of experience supervising a staff consisting of maintenance and clerical personnel;

**OR**

C) Six (6) years of experience providing property management services including two (2) years of experience supervising a staff consisting of maintenance and clerical personnel.

#### SPECIAL REQUIREMENTS:

Possession of a valid New York State Class D Drivers's license at time of appointment and throughout employment.

Possession of a Certified Property Manager certification issued by the Institute of Real Estate Management within one year of appointment.

ADOPTED: AUGUST 17, 2006