



JOB DESCRIPTION

JOB TITLE: Residential Property Manager

COMPONENT: Property Management and Maintenance

SALARY RANGE: \$39,998.40 - \$44,990.40/Annually

CLASSIFICATION: Exempt/Professional

DEFINITION AND PURPOSE:

Responsible for management of TAP properties as assigned by the Director of TAP Property Management and Maintenance. Perform difficult professional and administrative work in directing and evaluating occupancy rates, rental collections, move in and follow-up inspections as well as move out inspections of TAP properties.

ORGANIZATIONAL RELATIONSHIPS:

Supervised by: Director of Property Management and Maintenance
Supervises: On-site maintenance staff and other maintenance staff as assigned
Coordinates with: All members of the PMM department, on-site contractors, and other administrative, finance and program staff of TAP, as needed

RESPONSIBILITIES:

- Evaluates maintenance needs and assist in scheduling maintenance as required.
- Responsible for the completion of all reports required by the Component Director on a timely basis and will be responsible for completion of all course work and certifications as required by the position.
- Processes rental applications and completes credit checks, eligibility and income verifications as needed.
- Prepares leases and all necessary associated paperwork as required.
- Processes yearly tenant certifications as required.
- Compiles and initiates timely submission of monthly, quarterly and annual reports.
- Prepares budget or grant modifications, etc. required by Director and funding source.
- Processes eviction notices as required and represents the component at court in the cases of eviction or other issues concerning TAP Housing Programs.
- Enforces the lease and lease attachments.

- Conducts property inspections in accordance with the methods and forms required by the Roanoke Redevelopment and Housing Authority (RRHA), Virginia Housing Development Authority (VHDA) and the Roanoke City Department of Housing and Neighborhood Services Code Enforcement Office. Inspections will be in accordance with the frequency and forms required by these agencies and possibly others. Frequently the forms used for these inspections are forms developed by the US Department of Housing and Urban Development (HUD).
- Works collaboratively with the other Property Manager to ensure efficient use of staff time, sharing of information and resources, and assistance where needed.
- Collects rents, pays bills and processes rental accounts receivable monthly statements and coordinates with TAP finance for payments and deposits.
- Immediately disseminates critical information relative to the operation of the development to the Director using appropriate forms of communication.
- Tracks and follows up on maintenance requests from tenants. Coordinates work with maintenance department, and generates work requests.
- Ensures all units are maintained in a safe, clean and acceptable manner.
- Attends meetings and conferences as required by Director.
- Assists in managing the cleaning service contractor and/or contractors.
- Manages the Terrace Apartment's coin laundry. Tracks income of coin laundry and ensures checks are passed on to finance.
- Assists in planning and prioritizing maintenance work requests.
- Works with existing residents to create a community atmosphere that encourages residents to live at the development for extended periods.
- Performs other duties as required and requested.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of housing inspection procedures, maintenance needs and record keeping associated with property management.
- Ability to recognize maintenance needs, translate those needs to a plan and assist maintenance as needed to execute the plan to completion of work.
- Attention to detail and the ability to work independently.
- Ability to adequately communicate observed deficiencies and issues of importance to the Director are essential components of this position.
- Able to work as part of a team and have ability to establish, implement, and maintain effective working relationships with other agencies, business and the general public.
- Ability to assist maintenance staff as needed.
- Effective oral and written communication skills; and be able to prepare complex statistical and financial reports.
- Ability to stay positive in the face of adverse situations.

TRAINING, EDUCATION AND EXPERIENCE:

- Any combination of education and experience equivalent to a Bachelors Degree in planning, property management, urban studies or related field.
- Considerable experience in supervision and administration of related type programs or similar job training.

SPECIAL REQUIREMENTS:

- Reliable transportation and a valid Virginia Operator's license with a good driving record for insurance purposes.
- Must pass drug screening. Some positions require positive complete background screening including: criminal, sex offender and child protective services.
- This position requires the individual to be in the field and must have contact with the office staff and supervisor therefore an agency issued cell phone is necessary.
- Able to travel as needed.
- Available to handle any after-hours calls as needed.
- Complete all training and attain the required certifications.
- Physical activity of this position – climbing; ascending and descending ladders, stairs, scaffolding, ramps, poles and the like; pushing, pulling, lifting, grasping, walking, talking, hearing, repetitive motion of the wrists, hands, and/or fingers.
- Physical requirements of this position – sedentary work; exerting up to 10 pounds of force occasionally.
- Visual acuity requirements – close visual acuity to perform an activity such as preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual acuity to operate a motor vehicle and/or heavy equipment.
- Conditions subject to in this position – both environmental conditions; activities occur inside and outside.

This description provides information regarding the essential functions of the designated job, and general nature and level of work associated with the job. It should not be interpreted to describe all the duties that may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given.

Every TAP employee shares in TAP's responsibility to "Mobilize Community Resources" in support of TAP's anti-poverty efforts.

TAP hires only U.S. Citizens and lawfully authorized aliens.

Equal Opportunity Employer/Drug Free Workplace

Bilinguals Encouraged to Apply