

# Brookline Housing Authority

## Position Description

|                        |                                 |                       |                |
|------------------------|---------------------------------|-----------------------|----------------|
| <b>Position Title:</b> | Property Manager                | <b>Department:</b>    | Public Housing |
| <b>Reports to:</b>     | Director of Property Management | <b>Approved By:</b>   |                |
| <b>FLSA Status:</b>    | Non-Exempt                      | <b>Approved Date:</b> |                |

### Summary

The primary purpose of this position is to manage all facets of Property Management at the Brookline Housing Authority ("BHA" or "Authority"). The incumbent enforces leasing agreements and timely rent payments by residents, ensures that all procedures and units are compliant with applicable regulations, and coordinates with Maintenance and Applications staff to complete vacancy turn-over within the acceptable timeframe. This position occasionally requires attendance at evening and weekend meetings or events. The Property Manager is responsible for overseeing assigned BHA buildings, ensuring optimal function, safety, and resident satisfaction.

All activities must support the BHA's mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Reviews applicant files and makes offers to eligible and qualified applicants.
- Conducts orientation for new residents including showing units, explaining the lease, and discussing resident responsibilities, and including maintenance requirements. Ensures that proper paperwork is filled out for new residents and is entered into software system.
- Calculates income and screens for applicant eligibility for the Tax Credit Program. Conducts Tax Credit recertifications for assigned properties. Consults with the Recertification Manager and Leased Housing to ensure the timely completion of all recertifications.
- Monitors all housing files, records, and database, ensuring they are properly secured and in compliance with HUD, DHCD, LIHTC regulations and BHA policies; monitors files for income discrepancies; updates files as needed.
- Monitors rent roll and budget to optimize financial performance.
- Refers residents to social service agencies for financial or other resources. Coordinates with groups and agencies capable of rendering various services to residents.
- Actively encourages and facilitates resident association activities for all housing under supervision; meets with leaders to plan meetings and suggest ideas to improve participation and resolve problems.
- Assists with the resident and applicant grievance process, ensuring that parties receive fair and equitable treatment; advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends pre-termination hearings, provides documentation and assistance as needed during the process of grievances, pre-termination hearings and evictions as needed.
- Maintains records of vacant units, prepares weekly move-in and move-out lists; works closely with Maintenance to inspect vacant units and ensure a timely turnover. Conducts move-in and move-out inspections.
- Performs inspections of buildings and grounds to observe conditions of property; works with the Maintenance Department to resolve unsatisfactory conditions of units, common areas, and grounds. Advises Maintenance to generate work orders as needed.

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- Prepares or supervises the preparation of all weekly, monthly, and annual reports relating to assigned developments; maintains reports and submits to appropriate department(s) or agencies.
- Performs other duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

## Education and/or Experience

Bachelor's Degree in Business Administration, Public Administration, or related field and a minimum of four (4) years of experience in property management, experience in Tax Credit, public and/or affordable housing preferred. An equivalent combination of education and experience may be considered. Possession of a valid driver's license and insurability under the Authority's plan preferred.

## Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Experience with HUD Secure Systems, DHCD Online Housing Applications, and affordable housing accounting/compliance software systems a plus. Must have the ability to learn other computer software programs as required by assigned tasks.

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### Physical Demands

The 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

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 position generally works in an office environment on various Authority properties. Travel between sites and during property inspections may cause the employee to experience a range in temperatures and other weather conditions. The noise level in the work environment is usually moderate. This position may be required to work with contractors as well as Authority residents.

## Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**

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