

**JOB DESCRIPTION**  
**Property Manager, Affordable Housing**

**BASIC FUNCTIONS**

- Responsible for overseeing the physical maintenance and to maximize the financial returns of projects in accordance with the owners' objectives.
- Responsible for supervising, training, and development of personnel assigned to projects (Resident Managers and Project Administrative Assistants).
- Accountable for the management of 22 residential rental projects (approximately 1425 units).
- Assist Director, Affordable House, Property Management Division, with new projects, including maintenance, rent-up, completing project reports, and other assigned tasks.

**RELATIONSHIPS**

- Reports to the Director, Affordable Housing, Property Management Division Locations.
- Maintains relationships with other departments within Locations, including sales, administrative, accounting, research, etc.
- Maintains relationships with clients as appropriate and with the community and others in the profession.
- Maintains relationships with vendor's suppliers, professionals servicing Locations clients' properties, and also outside general brokerage realtors.
- Work with clients/owners in achieving their investment objectives through superior and professional property management services.
- Identify and develop new business opportunities for Locations.
- Provide professional property management services, through methods and procedures established by company policies and programs, and to follow all policies and procedures as promulgated by management.
- To be responsible for all actions that involve or influence all properties managed by Locations, - Property Management Division

**RESPONSIBILITIES**

The tasks and activities listed here are not all inclusive and may be modified at any time. However, they are indicative of the types of responsibilities customarily performed in this position.

**MAINTAINING THE PHYSICAL ASSET**

- Oversee the Resident Managers scheduling and coordination of repair/maintenance work, making sure the work gets done properly and in a timely manner.
- Conduct regular property inspections and follow-up on necessary preventative maintenance work.
- Take care of property maintenance emergencies, regardless of the time of day.
- On a rotating basis, responsible for 24-hour emergency call service.
- Evaluates maintenance operations periodically to determine cost efficiency.
- Verify the request for Expenditures (proposals and scope of work) submitted by the Resident Manager are acceptable before approval.

**ADMINISTRATIVE**

- Maintain effective and professional tenant relations.
- Supervise rental collections and carry out collection policies.
- Review and approve all invoices for assigned properties.
- Complete duties in a professional and timely manner.
- Handle emergencies that may arise, regardless of the time of day.
- Communicate, verbally and written, with clients, tenants, and others.
- Coordinate tenant evictions, including hiring of attorney and court appearances.
- Keeps owners and/or management advised of significant operational problems and of deviations from the management plan.
- Assists the Director, Affordable Housing, Property Management Division, in budget preparation.

- Assists the Director, Affordable Housing, Property Management Division, in the employee hiring process for Resident Manager and Project Administrative Assistant (review resume and initial interview).
- Manage the delinquency/eviction process, representation in court.
- Train, direct, and discipline for all resident manager staff.
- Prepare RM staff evaluations, conduct the evaluation meeting, and follow up on goals/objectives.
- Assist in the inspection, assessment, and evaluation of the project maintenance issues.
- Assist with audits/inspections.
- Coordinate rent increase, delinquency, and related notices.
- Help train Resident Managers and Project Admin Assistants.

#### LOW INCOME HOUSING TAX CREDITS

- Coordinate an accurate waitlist of applicants for all projects.
- Oversee certifications are done correctly on a timely basis.
- Responsible for keeping apprised of implantation of changes to the Income Limits, Utility Allowance schedule, and any other policies of procedural changes.
- Maintains relationships with HUD, Hawaii Housing Finance and Development Corporation, State and Federal Section 8 offices.
- Maintains relationships with auditors for HUD, LIHTC, RAP, City and County, etc.

#### REQUIRED SKILLS / EXPERIENCES

- Minimum high school graduate; some college education or degree in real estate preferred.
- Active Hawaii real estate salesman license.
- Prefer some **residential** property management experience.
- Prior working experience in governmental assisted rental developments.
- Experience with Low-Income Housing Tax Credits program, Section 8, and other governmental financial and social assistance programs.

#### PERSONAL QUALIFICATIONS

- Possess appearance and manner compatible with image of the company.
- Be assertive: initiate action and following through.
- Have excellent verbal and written communication skills.
- Minimum 45-wpm typing skills.
- Computer literate [Yardi VOYAGER Property Management, Word 6.0, and Excel 5.0 preferred].
- Ability to interact with a wide range of people.
- Possess service-oriented skills.
- Decisiveness: ability to solve problems in an equitable manner for all concerned.
- Energetic and able to handle a variety of tasks simultaneously.
- Attentiveness to detail.
- Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Must be bondable.
- Have own car and valid Hawaii driver's license.
- Salesmanship.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.