



The Housing Authority of the City of Westbrook

PROPERTY MANAGER

The Property Manager (PM) is responsible for all aspects of property management including occupancy, physical plant, and fiscal accountability. Specific responsibilities include managing a portfolio of properties that could include any combination of subsidized, affordable, and market-rate communities for seniors, families, and disabled residents. The PM must demonstrate excellent communication, coordination, and negotiation skills with applicants, residents, and Westbrook Housing employees from all departments.

ESSENTIAL FUNCTIONS:

Apartment Management:

1. Responsible for adhering to all regulations relevant to the management of a specific portfolio.
2. Responsible for leasing up new projects in the property manager's specific portfolio, with the help of the Assistant Property Manager and Senior Property Manager. Lease up must be completed on time and in accordance with all necessary regulatory requirements, including those for LIHTC, HOME, HTF, and PBVs when relevant.
3. Responsible for maintaining occupancy levels:
 - Advertising to build wait lists
 - Touring of units
 - Ensuring applicants are screened in accordance with the Tenant Selection Plan and other relevant regulations
 - Assisting Compliance and Intake with timely and accurate processing of move-in, recertification and move-out paperwork including verification processing for move ins.
4. Responsible for maintaining the financial viability of the portfolio by ensuring timely rent collection, negotiating and setting up late rent repayment agreements through the court process, and working with Westbrook Housing's attorney as needed on evictions for lease violations including for non-payment of rent.
5. Keeping an acceptable occupancy rate as established by the Property Management Director. Westbrook Housing does not tolerate on-going sub-standard occupancy rates.
6. Collaborating as necessary with the Property Management Director and Senior Property Manager to:
 - Develop rapport with resident councils.
 - Resolve individual and collective resident issues.
 - Enforce the lease by issuing lease violations and initiating FED actions.
 - Communicate and coordinate as needed with resident families.
 - Work with supportive services staff, city services, law enforcement, etc.
 - Perform property walkthroughs to ensure high quality cleaning and upkeep of properties.
7. Attending office hours, meetings, unit showings, and emergencies that may occasionally occur in the evening or on weekends.

Generating Reports and Other Documentation:

1. Participating in Maine Housing, HUD, or any other regulatory file reviews and building inspections.
2. Completing forms, letters, and related correspondence; utilizing property management software, electronic filing according to the latest regulations, and accurately documenting tenant files.
3. Working with the Compliance Staff and Property Management Assistant to ensure accurate verification procedures and filing.
4. Collaborating with a variety of staff including: the entire Property Management team, Housing Choice Voucher team, Intake Specialist, Maintenance, Development, Finance and Supportive Services team and others to complete tasks.
5. Scheduling and attending inspections of apartments and new resident orientations with the maintenance staff.
6. Preparing budgets, reviewing financial reports, and assisting with related budgeting issues.
7. Other duties as assigned.

REQUIREMENTS OF WORK:

1. Work independently with minimal supervision while working within property management team and coordinating with maintenance, supportive services, and finance departments as needed. Flexibility and willingness to be cross trained.
2. Work professionally with a positive and friendly demeanor when working with a variety of individuals from diverse backgrounds including the elderly, low-income families, aggressive individuals, and officials from city, state, and Housing & Urban Development, as well as members of business and social services communities and other coworkers.
3. Use of office computer software as required by the position.
4. Travel from WHA office to properties in Biddeford and surrounding communities may be required several times a week.

JOB QUALIFICATIONS:

1. BA or BS in an appropriate discipline is preferred, and/or 3 - 5 years of proven success in the field of housing or property management.
2. Certified Occupancy Specialist Certification and Tax Credit Certification.
3. Office procedures, organizational and strong customer services skills. Yardi experience a plus.
4. Possess and maintain a car, valid Maine Driver License, and current automobile insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

REPORTS TO:

Director of Property Management

DIRECT REPORTS:

None

CLASSIFICATION:

Status – Non-Exempt

(Rev 6/26)