



## PROPERTY MANAGEMENT REPRESENTATIVE

### **DEFINITION**

Under general direction, oversees the day-to-day activities of assigned Housing Authority owned/managed properties, including tenant relations, eligibility, recertification, lease compliance, and office management; serves as the primary point of contact for tenants, landlords, and service providers; determines initial and continuing eligibility for Authority owned/managed housing programs and the Section 8 Housing Choice Voucher Program and maintains minimal vacancies; ensures adherence to Authority policies and procedures, local landlord/tenant laws, and safety codes; maintains manual and computerized records; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a technical classification responsible for performing a wide variety of residential property and case management duties in support of Authority owned/managed properties and rental assistance programs. Incumbents serve to relieve the supervisor of performing administrative and technical detail work and are expected to function with very little direct oversight. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Authority activities, and extensive tenant, staff, and public contact. This class is distinguished from the Housing Programs Representative by the former's focus on general property management duties and responsibilities. This class is further distinguished from the Housing Programs Specialist by the breadth and complexity of the caseload and programmatic areas of responsibilities assigned to the latter.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Serves as an on-site property manager of Authority owned/managed properties; oversees the day-to-day operations of assigned properties, including tenant relations, eligibility, recertification, lease compliance, and office management; serves as the primary point of contact for tenants, landlords, and service providers.
- Determines initial and continuing eligibility for Authority owned/managed property programs and Section 8 Housing Choice Voucher Program in compliance with applicable federal, state, and Authority regulations, policies, and procedures; maintains appropriate caseload.
- Performs interim and annual review of resident's eligibility to remain on an appropriate Authority program; reviews changes in income and household composition; sends out appropriate requests for information; recalculates rent and prepares amendment to current lease as required; notifies residents of changes.
- Accurately assigns tenant rental obligation in accordance with property/program income limits and regulations; runs rent reports for assigned property/properties; monitors and distributes delinquent rent notices to residents.

- Coordinates and conducts interview processes with applicants and residents; accepts applications, schedules interviews, and screens applicants and residents; ensures applications, recertifications, and supporting documentation are accurate and up to date.
- Enforces compliance with lease agreements, Authority regulations and various program rules; explains new or revised policies, procedures, laws or ordinances.
- Participates in annual property inspections and conducts patio inspections to ensure adherence to established standards; receives maintenance requests from tenants and initiates works orders for resident and property repairs.
- Maintains and ensures a viable waitlist of eligible applicants for assigned property and program(s).
- Organizes and prioritizes caseload to ensure that necessary actions are taken and processed within established timeframes.
- Maintains positive tenant relations by providing prompt, courteous and accurate response to tenant issues; promotes and ensures compliance with Authority, property, and program policies and standards.
- Composes, proofreads and processes a variety of documents including letters, newsletters, fliers, memoranda, and general correspondence.
- Initiates and conducts conferences and/or informal reviews and hearings for those residents in violation of lease and/or program regulations; prepares evidence to support allegations; drafts summaries of conferences and results of hearings/conferences.
- Maintains accurate and detailed records and files; updates information, researches discrepancies, and performs data entry; maintains documentation for property and case management activities.
- Serves as a liaison with a variety of public and private organizations, community groups, and social service agencies to ensure resident needs are met and to promote self-sufficiency and stability.
- Maintains liaison with Resident Program Specialists to assist with resident activities, address specific problems, plan meetings, and/or support activities as appropriate.
- Provides courteous, respectful, honest, timely and professional communication and information to all Authority staff, program participants, visitors, and the general public; utilizes effective de-escalation techniques as necessary.
- Provides evening and weekend supervision on a demand basis at the property where the employee resides; assists residents with keyed entry in lockout situations; responds to emergency situations and takes appropriate action including contacting/coordinating with other Authority staff, vendors, and/or emergency services.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of tenant retention and relations.
- Methods and practices used in housing assistance and/or social service programs.
- Eligibility, recertification, and case management practices and procedures as they pertain to assigned housing assistance programs and services.
- Basic interviewing techniques and principles.
- Record-keeping principles and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Perform on-site property management duties including responding to urgent resident requests for assistance.
- Perform specialized and technical eligibility and case management work with accuracy, speed, and minimal supervision.
- Maintain confidentiality of sensitive personal information of applicants, current and former residents, and other matters affecting prospective and/or current applicants and tenants.
- Maintain accurate files and records.
- Make accurate arithmetic computations.
- Prepare clear and concise reports, correspondence, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to graduation from the twelfth (12th) grade and two (2) years of responsible experience in residential property management, housing assistance programs, or social service programs.

**Licenses and Certifications:**

- Some positions may require possession of, or the ability to obtain, an appropriate, valid California driver's license upon appointment and a DMV driver record that meets the Housing Authority's insurability requirements.
- Possession of, or ability to obtain, a Public Housing Rent Calculation certificate issued by Nan McKay & Associates, within one year of appointment.

**PHYSICAL DEMANDS**

When assigned to an office environment:

- Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over

the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

When assigned to a field environment:

- Must possess mobility to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, bend, stoop, squat, crouch, and grasp; strength, stamina, and mobility to perform light physical work; and hearing and speech to communicate in person, before groups, and over the telephone. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

Incumbents in this class are required to respond to afterhours calls for emergency response to urgent facilities or maintenance needs.

*I have read and understand the contents of my class description.*

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*Signature*

*Date*