



JOB OPPORTUNITY

Assistant Property Manager

Organization: Little Rock Housing Authority d/b/a Metropolitan Housing Alliance [MHA]

Title of Position: Assistant Property Manager

Rate: TBD

Position Type: Full-Time/ Hourly/Non -Exempt

Closing Date: Until filled

Location: 100 S. Arch St. – Little Rock, AR

Hours: Mon.– Fri./ 8:00a – 5:00p

SUMMARY

This position is tasked with assisting the Property Manager of the Little Rock Housing Authority ("LRHA" or "Agency") with general property management functions, including occupancy and leasing, resident relations, security and fiscal administration for assigned site(s). This position acts as a resource to residents by responding to resident questions, concerns and/or requests, mediating resident disputes, responding to emergency situations and lockouts and by performing lease enforcement. Services performed include completing assigned tasks and implementing policy, procedures, and regulations governing program eligibility and operating the assigned property. This position helps to ensure that the administration of the property is compliant with all applicable Agency policies and procedures, HUD regulations, federal, state and local laws, and all Fair Housing and Equal Opportunity requirements. All activities must support LRHA's mission, strategic goals and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Assists and supports Property Manager with assigned and routine aspects of the administrative operations of the site(s); makes limited, discretionary decisions, primarily for emergency circumstances, in the absence of the Property Manager.
- Implements Agency policies and procedures as related to public housing and landlord functions; performs general clerical and administrative duties in support of Property Manager including data entry, file creation and file maintenance.
- Receives and processes applications for occupancy; maintains wait list; assists in screening, verifying, and determining eligibility and suitability of applicants; shows units to prospective residents; communicates property and community amenities and available neighborhood services.

- Maintains list of available units, notifies Property Manager of actual and expected vacancies, produces vacancy reports, and coordinates daily with the Property Manager to ensure timely unit lease-up turnaround.
- Assists in collecting rent dues, determining and collecting security deposit and utility allowances.
- Orients new residents upon initial occupancy; reviews lease requirements and operating procedures with all new residents and follows up as appropriate.
- Monitors residency to ensure a proper correlation between household needs and unit size; monitors and assists with transfers for over and under housed residents, reasonable accommodations, and other transfers.
- Accepts maintenance work orders from residents and assists with the coordination of maintenance staff as needed.
- Conducts daily property inspections to maintain site cleanliness and appearance; reports issues or deficiencies to Property Manager; posts property management notices.
- Processes move-outs in accordance with LRHA policies and procedures, including coordinating move-out inspections and exit interviews, pro-rating of rent, calculating applicable charges, recommending retention or return of security deposit, and tracking and closing resident files.
- Performs interim and annual recertifications, accurately and in a timely manner.
- Provides excellent customer service, answers resident questions, meets with residents to identify and assess resident concerns, complaints, or grievances, acts to resolve issues, or refers to Property Manager or appropriate LRHA personnel; represents LRHA in interactions with property neighbors, police and social service agencies; at all times, possesses an understanding and tactful attitude with applicants and residents of public housing.
- Receives, records and transmits to the Property manager all resident requests for supportive services; assists Property manager in facilitating the administration of the community service requirements in accordance with applicable regulations and Agency policy.
- Monitors resident compliance with lease provisions; investigates and documents violations; advises Property Manager as appropriate; communicates required remedies to resident and/or resident representative or Case Worker.
- Assists in the preparation of monthly and annual reports on property performance, compliance issues (if any), financial management, crimes, personnel issues, and lease terminations and enforcement activity.
- Assists in identifying safety and security risks to property and residents, and recommends and assists in implementing plans to reduce or eliminate those risks.
- Maintains tenant files in compliance with HUD and NHA requirements; accurately inputs tenant characteristics data, in the prescribed format and timeframe, into the automated system for transmittal to the appropriate oversight agency.
- Performs other related duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:.

- Will not ignore a problem, even if it is not one's direct responsibility.
- Anticipates and acts to avoid a future problem.
- Reacts quickly and positively to customer and co-worker inquiries.
- Puts the highest priority on accomplishing objectives.
- Demonstrates flexibility in balancing job responsibilities and the ability to deal with change.
- Puts success of team above own interests and willingly assists others to succeed or complete tasks when needed.
- Demonstrates high-level of adaptability and willingness to help as needed.
- Takes responsibility for one's own actions.
- Ensures fair share of work is completed.
- Appropriately shares credit for work and ideas with co-workers and subordinates.
- Understands the importance of timeliness and accuracy in the workplace.
- Maintains a satisfactory attendance record and is consistently punctual.
- Focuses on work-related activities and acts in ways which support the mission and goals of the Agency.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes working colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely.
- Anticipates what customer wants and works to provide it.
- Initiates action/response to customer complaint/inquiry.
- Responds in a timely, effective manner, even if just following-up.
- Considers every customer interaction as important.
- Always delivers on customer commitments; measures performance.
- Translates customer information to others in the organization with a need to know.
- Ensures that consultation, products and services delivered address the customer's needs by asking customer for feedback.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly share information.
- Recognizes important information and ensures that others that need to know are informed.
- Clearly and concisely expresses ideas and concepts orally and in writing.

- Listens openly and non-judgmentally.
- Expresses disagreement tactfully and sensitively.
- Summarizes input, then checks for understanding.
- Listens without interruption.
- Uses correct grammar, spelling and punctuation.
- Maintains eye contact when speaking.
- Thinks through main ideas that he/she is trying to express.
- Ensures information is accurate; stops rumors from spreading.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen.
- Maintains positive "can-do" attitude; successfully meets or exceeds goals.
- Demonstrates dedication to and understanding of the mission of the organization.
- Contributes to a positive team spirit.
- Takes ownership of issues and problems, even when originating in other areas.
- Consistently demonstrates effort to meet and exceed internal/external client expectations.
- Overcomes obstacles to complete projects/tasks successfully.
- Continuously improves own performance standards and results.
- Makes specific changes in work processes to improve performance.
- Learns and applies new information quickly.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or equivalent (Associate's degree preferred); and a minimum of 1 year experience in housing management, social services or a related area; or equivalent combination of education and experience. Housing Authority experience and experience providing social services to the elderly and/or disabled preferred.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to accurately calculate rent and utility allowances.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Individual should possess strong computer skills (MS Word, MS Outlook, MS Excel) and should be capable of using general office equipment, i.e. fax machines, copiers, etc. Ability to learn other computer software programs as required by assigned position.

Certificates, Licenses, Registrations

- Valid Arkansas Driver's License, and insurable by LRHA carrier.
- Must be bondable.
- Must be able to pass drug screening and must not have a history of drug-related or violent criminal activity.

Other Skills and Abilities

Must possess general knowledge of property management principles and practices, HUD regulations governing occupancy and rent calculations as well as federal, state and local laws, rules and regulations related to fair housing and landlord/tenant law.

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.

While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee must occasionally lift and/or move up to 20 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.

Generally, office environment with frequent visits to assigned site(s) for resident relations, inspections, and unit showings. The noise level in the work environment is moderate.

BENEFITS

- Medical/Dental/Vision Benefits
- Basic Life Insurance & Supplemental Insurance
- On-site Fitness Center & Wellness Program
- Retirement Plan
- Employee Assistance Program
- Tuition Assistance Opportunities

HOW TO APPLY:

Email resume to HR@mhapha.org with subject: "ASSISTANT PROPERTY MANAGER"

Little Rock Housing Authority d/b/a Metropolitan Housing Alliance is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

