

**Carver County CDA
Property Site Manager I
Job Description**

EMPLOYEE NAME:

SUPERVISOR: Director of Property Mgt

EXEMPT: No

SALARY GRADE: 9

DEPARTMENT: Properties

DATE: 2017

SUMMARY: As the leader of a Site Property Team, this position oversees the day-to-day operations of the property including, but not limited to: marketing, resident selection, leasing/orientation, rent collections, accounts payable, budgeting/financial review, inspections and adherence to fair housing practices.

SUPERVISION EXERCISED IF APPLICABLE:

SUPERVISION RECEIVED: Works under the general and/or administrative supervision of the Director of Property Management

ESSENTIAL DUTIES AND RESPONSIBILITIES (The listed examples may not include all duties performed by this position.)

Marketing/waiting list:

Assist in the development of marketing tools to be used. Maintain property web site for completeness and accuracy. Update Craigslist postings twice weekly to maintain visibility. Keep Rent.com postings current. Utilize appropriate local market publications. Return all calls promptly providing information to all inquiries and log on traffic report. Show units to potential residents in a positive manner. Maintain a waiting list of potential applicants from callers. Refer potential renters to other CDA owned properties and document on the traffic report. Goal is 95% occupied units.

Resident Selection and Leasing

Screen all applicants for criminal, credit and housing history to ensure that they qualify per the property's Resident Selection Criteria. Approve or deny the applicant(s) in accordance with the established property criteria and fair housing law.

Complete all necessary paperwork (lease and any addendums) with the applicant. Review Resident Handbook with new resident and include acknowledgement in resident file. Perform a Move-In Inspection.

Work with residents to ensure that they comply with the requirements of the lease and resident handbook. Send lease violation letters and copy to tenant file.

Rent Collection:

Collect rent and make deposits per the property management calendar. Maintain complete records including information transmitted to the CDA accounting department. Send late notices on the 6th of the month. Reconcile any rent payment discrepancies utilizing the aged receivable report and/or with the help of your supervisor. Review the pre-rent roll at the end of each month in preparation for the following month. Promptly notify accounting of any discrepancies. Send balance due or credit letters to residents at the end of each month. File Eviction paperwork, as necessary, and attend Eviction Court proceedings.

Vendor Relations and Accounts Payable:

Selection of outside vendors and establishment of vendor contracts in conjunction with maintenance technician. Obtain vendor insurance prior to start of work to be performed by new vendors and annually thereafter for all vendors. Code all invoices and submit to CDA weekly providing explanations when necessary. Work with vendors on any discrepancies on an invoice. Provide information to the CDA accounting department about discrepancies. Refer to the property's budget on a frequent basis to make sure that spending is within established guidelines.

Budgets/Financials/Variance Reports:

Work with management on capital expenditure plan and annual site budget. Review of variance report on a monthly basis and clarify with Director of Property Management/Controller any over/under budget items.

Inspections:

Inspect the property on a daily basis, including but not limited to the interior and exterior common areas. Perform the following unit inspections per the CDA inspection procedures: move-in; 45 day move-in; annual, housekeeping (when necessary); 45 day move-out; and move-out. Follow-up on any housekeeping problems or unit damage as found.

Move-Outs:

Prepare move-out paperwork applying necessary charges to the household and submit to the CDA within a timely fashion to allow compliance with MN Statute. Monitor all revenue recapture files submitted or needing to be submitted. Inform the CDA main office if no payment or payment arrangements have been made after the 45 day period is up.

Maintenance and Caretaking:

General understanding of building maintenance. As a part of the site team, work closely with maintenance and caretaking personnel to maximize site performance. Monitor the work orders for the property to ensure they are completed in a timely manner. Coordinate with maintenance staff to ensure that costs are within budget. Work with site team to ensure unit turns are completed and ready for lease-up within 5 business days or sooner to meet deadlines of re-rental.

Resident Relations:

Answer all incoming phone calls and emails promptly and return calls within a 24 hour period. Send written notices to residents, as needed, in a clear, professional manner. Participate annually in National Night Out. Handle resident complaints/conflicts promptly, professionally and in a confidential manner.

Compliance, if applicable:

Market property according to site Affirmative Marketing Plan. Manage the waiting list according to applicable program regulations. Process applications according to Tenant Selection Plan. Process initial income certifications at move-in. Complete interim and annual certifications as required by program guidelines. Assist with the completion of all necessary reports reflecting program operations, tenant demographics and program requirements as required by program regulations.

Miscellaneous Duties:

- Ongoing, monitor inspections for the property, i.e. fire panels, extinguishers, elevator, etc. that are required and part of maintenance staff preventative maintenance schedule and site budgets.
- Keep site office organized and clean.
- Keep up-to-date on filing.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS

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.

EDUCATION AND/OR EXPERIENCE

- High school competencies or equivalent and two to three years rental housing management experience.
- Experience with compliance, if applicable to the property.

CERTIFICATES, LICENSES

- Valid driver's license and access to reliable transportation.

OTHER SKILLS AND ABILITIES

- Ability to work as a team member with site staff.
- Strong organizational skills and analytical skills.
- Affinity for working with seniors if position is at a senior property.
- Ability to deal tactfully and effectively with tenants of varied social and economic backgrounds.
- Ability to communicate both orally and in writing with staff, tenants and the public.
- Computer literate.
- Ability to make independent decisions, initiate work projects, organizes workload and problem solve.
- Ability to read, analyze and interpret housing documents.
- Ability to follow oral and written instructions
- Ability to respond to inquiries or complaints from tenants in a professional manner.
- Ability to sit for long periods of time and manipulate objects using fine motor skills for extended periods.
- Ability to bend, stoop, push, pull and reach periodically and occasionally lift and carry objects weighing up to 20 pounds.

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.

THE CARVER COUNTY CDA IS AN EQUAL OPPORTUNITY EMPLOYER