

August 2017
FLSA: EXEMPT

PROPERTY MANAGEMENT SUPERVISOR

DEFINITION

Under general direction, supervises and/or performs activities related to the daily management of Housing Authority owned units, complexes, and facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Property Operations. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a supervisory classification that is responsible for property management, as well as work performed by staff related to the initial and continued occupancy of multiple Housing Authority rental units. The Property Management Supervisor is responsible for supervising the daily operations of a portfolio of properties owed by AHA. Incumbents supervise staff and perform duties related to lease enforcement, initial screening of applicants for suitability, filling of vacancies, property maintenance coordination and customer service. This class is distinguished from the Director of Property Operations in that the latter has overall management responsibility for all Housing Authority facilities and maintenance programs, services, procurement, and general department activities.

EXAMPLES OF ESSENTIAL 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.

- Plans, organizes, prioritizes, assigns, reviews, and evaluates the work of professional, clerical, and technical staff engaged in property management, leasing, and related activities and services.
- Provides input in the development and implementation of goals, objectives, policies, and priorities for assigned housing functions; recommends appropriate service levels within Housing Authority policy; recommends and administers policies and procedures.
- Reviews, approves, or recommends approval of employee work schedules, electronic time cards, requests for vacation, sick leave, overtime, and leaves of absence.

- Oversees and participates in property management activities and functions; ensures that assigned functional area(s) comply with Federal and State laws, regulations, and reporting requirements.
- Monitors changes in laws, regulations, and technology that may affect operations; assists in the implementation of policy and procedural changes as required; informs and educates staff regarding changes.
- Prepares instructions, documentation, and procedural guides; provides training to staff on matters such as new processes and procedures; trains, counsels, develops, and motivates employees in appropriate work procedures, standards, practices, and behavior, including workplace safety.
- Handles landlord relations with tenants living in Housing Authority-owned units; answers questions and addresses issues or complaints; documents issues as necessary.
- Conducts annual tenant meetings throughout portfolio.
- Oversees leasing process and reviews eligibility determinations; interviews, screens, and selects applicants for dwelling units; shows units to eligible applicants; obtains signatures and reviews lease documents with tenants; briefs tenants on lease rules and program policies in the absence of staff.
- Performs unit inspections; enforces tenant lease provisions and occupancy rules and regulations; conducts lease violation conferences with tenants; may forward significant issues or tenant complaints to the Alameda Police Department.
- Monitors work orders and turnover of vacant units; coordinates with the Maintenance Supervisor to ensure units are ready in a timely manner.
- Prepares and reports on annual operating budgets and reviews financial statements and reports, including properties under third party property management contracts.
- Counsels tenants on issues that may affect their continued occupancy; serves legal notices for non-payment of rents or other monies owed to the Housing Authority.
- Investigates and mediates tenant conflicts; makes referrals to social service agencies, as warranted.
- Performs delinquent account actions on behalf of the Housing Authority, such as reviewing tenant's accounts, monitoring repayment agreements, serving notices, and appearing for the Housing Authority in eviction proceedings in Small Claims Court.
- Monitors property conditions and works closely with the Maintenance Department; reports maintenance needs and hazards to Housing Authority management as necessary; follows up as appropriate.
- Maintains records and logs and prepares various reports, summaries, and correspondence utilizing designated computer software programs as directed.
- Interprets and explains applicable laws, regulations, policies, and procedures related to the program.
- May visit the properties to provide customer service; may hold office hours on-site.
- Participates in learning opportunities to stay current in the field including continuing education in landlord/tenant law.
- May provide lead direction and training.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations; maintains positive tenant relations.
- Performs other duties as assigned.

Knowledge of:

- Principles of effective employee supervision and motivation.
- Project and/or program management, analytical processes, and report preparation techniques; organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned function(s).
- Property management laws, procedures, and principals.
- Rules and regulations governing public housing and assisted housing programs.
- Applicable Federal, State, and local laws, codes and regulations related to rental properties.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and basic principles of supervision and training.
- Technical, legal, financial, and public relations problems associated with the management of Housing Authority social services and housing assistance programs.
- Modern office practices, methods, computer equipment and computer applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Housing Authority staff.
- General property maintenance practices.

Ability to:

- Supervise, motivate, and direct staff.
- Draft and negotiate leases and other resident occupancy agreements.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Housing Authority.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Plan, schedule, assign, and oversee activities of assigned personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper work procedures.
- Identify and implement effective course of action to complete assigned work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of Housing Authority resident services and programs.
- Prepare clear and concise agreements, reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.

- 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 an accredited two or four-year college or university with major coursework in social work, sociology, urban studies, public administration, property management, or a related field, and four (4) years of progressively responsible experience in administering publicly assisted housing programs and/or real estate experience, which included the performance of tasks directly related to property management. One (1) year of the required experience must have been in a lead or supervisory capacity; two years preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.
- Possession of Housing Quality Standards (HQS) certification or ability to become certified with 6 months of the date of hire is strongly preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect Housing Authority recreation sites; to operate a motor vehicle, and to visit various Housing Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.