



**HOUSING  
OPPORTUNITIES**  
— of SW Washington —

*Connecting people to homes, hope and opportunity. Jennifer Westerman, CEO*

<b>POSITION TITLE:</b>	<b>Property Manager</b>
<b>DEPARTMENT:</b>	<b>Asset Department/Property Management</b>
<b>SUPERVISOR:</b>	<b>Regional Property Manager</b>
<b>POSITION SALARY RANGE:</b>	<b>Grade J \$26.83 – \$32.04 /Hour</b>
<b>HOURS:</b>	<b>Monday – Friday, Flexible</b>
<b>LOCATION</b>	<b>South Bend, WA/Raymond, WA Area</b>

**POSITION OVERVIEW:**

This position performs a variety of duties associated with on-site management. Responsible for occupancy, determining tenant eligibility, certifying, and recertifying tenants, orienting new tenants, collecting rent, scheduling regular work orders, unit turnover and preventive maintenance, and enforcing lease agreements. Responsible for providing a safe complex for residents. Responsible for reporting to funders in some capacity.

**JOB DUTY OUTLINE:**

1. **MARKETING AND VACANCY MANAGEMENT**
  - a. Use vacancy notices, lists, etc., to plan marketing to minimize vacancy losses.
  - b. Create advertisements in conjunction with local advertisers, papers, sign makers, LHA front office, etc.
  - c. Market aggressively within the budget for the project; in times of extreme vacancy losses, develop strategies for improvement and calculate needs for budget increases.
  - d. Market in compliance with fair housing law.
  - e. Review effectiveness of marketing efforts and seek new creative methods to fill vacancies; suggest improvements and obtain approval if budget modification is necessary.
  - f. Communicate with maintenance staff to ensure efficient turnover of vacated units.
  - g. Conduct visual inspection of vacant units after turnover.
2. **SELECT TENANTS FOR OCCUPANCY**
  - a. Take applications.
  - b. Monitor waiting list.
  - c. Verify tenant eligibility.
  - d. Check tenant references.
  - e. Show units available to be rented.
  - f. Conduct move-in inspections.
  - g. Complete condition checklist.
  - h. Preparation of tenant leases and rental agreements.
3. **ON-GOING TENANT SERVICES**
  - a. Orient new tenants.
    - i. Explain:



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1. Lease agreement,
2. Management expectations,
3. Rights and responsibilities of tenants.
- ii. Show unit and common areas.
- iii. Explain equipment operation,
- iv. Provide explanation of emergency procedures.
- b. Maintain resident files on all current residents.
- c. Conducts annual and interim re-examination of eligibility.
- d. Certify and recertify tenants in compliance with LHA policy and procedures.
- e. Keep informed of available social services in the community and refer residents when appropriate.
- f. Counsel tenants with reoccurring rent problems and refer to appropriate agency for budget counseling, etc.
- g. Serves notices and eviction papers to tenants.
- h. Performs move-out inspections with tenant.
- i. Schedule performance of work orders and preventive maintenance.
4. RENTAL ACCOUNTING SYSTEM.
  - a. Maintain a current rent roll of all tenants and repetitive charges based on leases or rental agreements.
  - b. Charge repetitive rents and other charges to tenant accounts by first of month.
  - c. Non-repetitive charges like damages, late fees, etc., shall be charged to each tenant's account as they occur and according to policy.
  - d. Apply payments to tenant's accounts on the day they are received and prepare bank deposits daily. Follow all HOSWWA cash control procedures including not taking cash payments, dual verification of deposits, keeping receipts in a locked safe or drawer, etc.
  - e. Post all charges and payments to software system in real time.
  - f. Follow all accounting procedures noted in Rental Property Management Procedures.
  - g. Prepare & submit required reports to Regional Property Manager by the 5<sup>th</sup> of the following month.
  - h. Security Deposit Dispositions shall be submitted to the accounting department by the end of the 18<sup>th</sup> day following termination of tenancy. See Property Management Procedures for more details.
  - i. Maintain Funder reporting (WBAR) monthly.
5. PROPERTY MAINTENANCE MANAGEMENT
  - a. Ensure adherence to a building maintenance program.
  - b. Ensure preventive Maintenance is addressed.
  - c. Conduct monthly exterior/common area inspections to address needed work or safety items.
  - d. Coordinate work with contractors as needed.
  - e. Ensure department employs safe work practices and complies with state and federal labor law.
6. OVERSIGHT
  - a. Review the work for accuracy and completion.
  - b. Delegate as needed.



- c. Respond to problems related to property.
- 7. OTHER DUTIES
  - a. Collect rents, cash control responsibility with proper reporting of each function.
  - b. Respond to emergency calls to determine if assistance is needed. Call family, fire department, police, or ambulance if appropriate.
  - c. Perform routine custodial work to property including litter pick-up to enhance curb appeal.
  - d. Some medical background required, (i.e., CPR & basic first aid) and the ability to handle domestic situations and recognize when professional assistance will be required.
  - e. Ability to find access to social programs available to senior citizens, assist with organization of social activities on a limited basis.
  - f. Maintain work order tracking system.
  - g. Demonstrate effective organizational techniques.
  - h. Investigate and resolve tenant complaints & lease violations.
  - i. Other duties as assigned.

**SKILLS AND ABILITIES:**

1. Ability to communicate, both verbally and in written format, with a diverse group of people.
2. Ability to maintain composure in stressful conditions.
3. Effectively use Microsoft suite of software programs, with proficiency in Excel.
4. Operation of a computer and assigned software.
5. Ability to make decisions, within appropriate guidelines, using established practices and procedures.
6. Ability to use resourcefulness and tact in meeting new problems.
7. Demonstrated analytical and problem-solving skills.
8. Ability to verify tenant eligibility, certify and recertify tenants, and to enforce rental agreements firmly, tactfully, and impartially.

**QUALIFICATIONS (Education/Experience):**

1. Education: High School Diploma or G.E.D.
2. Experience: Preferred one-year minimum resident apartment management experience, or equivalent. Willingness to engage in continuing education as needed.
3. Must possess good interpersonal skills to establish and maintain an effective working relationship with tenants from a variety of backgrounds, representatives of cooperating agencies and the staff of LHA.
4. Knowledge and experience in general maintenance procedures and demonstrated ability to perform routine maintenance and minor repairs.
5. Must be able to work independently with only general supervision from the Regional Property Manager.
6. Responsible for collection of rent, knowledge of cash control procedures and banking procedures.
7. Knowledge of building and grounds maintenance preferred. Responsible for assisting Regional Property Manager regarding facilities maintenance and capital improvement projects.
8. Must be able to read and understand complex written policies and manage the projects in compliance with same. This sometimes requires firmness in the face of difficult clients.



9. Must be physically capable of inspecting units, sometimes in multi-level complexes without an elevator.
10. Must have a valid Washington State Motor Vehicle Operators License with fully insurable driving record and current auto insurance.
11. Must pass a background check.
12. Must be eligible to work in the United States

**BENEFITS DESCRIPTION:**

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 40 hours per year.

Other benefits include an Employee Assistance Program (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

**WORKING ENVIRONMENT:**

This position incumbent primarily works in a stressful office environment. Work inside the office includes sitting for prolonged periods and working with a keyboard and mouse. Work outside the office includes site visits and meetings with prospective and current tenants. The incumbent is required to be available to work in and around each unit, which may be dirty, smoky, and have minor hazards. The incumbent works with a wide range of tenants and applicants some of which are under extreme stress and may exhibit behavior which can be stressful.

**PHYSICAL:** This position requires a limited amount of lifting, bending, or working in adverse conditions. The incumbent must be capable of walking through housing units to market to prospective tenants, and conduct inspections, sometimes at multi-level complexes without an elevator.

**MENTAL:** In addition to the mental skills required to understand policies, procedures and practices, the incumbent must be capable of maintaining a composed, professional attitude under pressure from applicants, tenants, employees, and the general public. Incumbent must be capable of resolving complex operating problems, oversight, and leading employees and working effectively with others. In addition, incumbent must be able to maintain strict privacy of information provided to HOSWWA by persons who apply for and/or participate in assistance programs administered by HOSWWA.

**EQUAL OPPORTUNITY EMPLOYER:**

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.



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**ORGANIZATION CHARACTERISTICS:**

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.



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