HOUSING OPPORTUNITIES of SW Washington

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

POSITION TITLE:	**LIHTC Property Manager**
DEPARTMENT:	**Asset Department**
SUPERVISOR:	**Regional Property Manager**
SALARY:	**Grade J, $26.83 - $32.04 /Hour**
HOURS:	**8:00 – 5:00 Monday – Friday, Flexible**
LOCATION:	**Woodland, WA**

POSITION OVERVIEW:

This is a skilled position for the management of residential real estate. Work involves managing the operations of an assigned tax credit community and performing related duties. A Low-Income Housing Tax Credit Property Manager is responsible for the management of units, ensuring compliance with applicable HUD regulations, HOSWWA policies and Low-Income Housing Tax Credit (LIHTC) compliance. Work is performed with considerable independence under the direction of the Regional Property Manager.

JOB DUTY OUTLINE:

1. Performs Management functions involved in property operations.
2. Assists, confers with and advises new residents on lease requirements and responsibilities.
3. Conducts applicant background checks and recommends acceptance or rejection of applicants based on policy/procedure.
4. Interviews prospective residents, shows available units to applicants, and explains the operation of the dwelling unit equipment.
5. Leases vacant units to approved applicants.
6. Conducts eligibility of the initial examination and the re-examination, recertification for the tenants' income and family composition as applicable.
7. Manages and maintains a waiting list of prospective residents.
8. Maintains and monitors lease and accounting records, accounts receivable/delinquency records and eviction notifications. Charges and collects rents and other monies due from residents; prepares and makes bank deposits, prepares, rent rolls, HAP runs, property reports and year end extended vacancy reports and reviews same to assure accuracy and completeness prior to submission.
9. Maintain accurate reporting in the WBARS reporting site.
10. Prepares and monitors daily, weekly and monthly vacancies and delinquency reports.
11. Coordinates follow-up and initiation of work orders and requests for maintenance work.
12. Inspects all apartments and grounds for maintenance and repair requirements to ensure that maintenance personnel and residents are maintaining units and grounds in a decent, safe and sanitary manner and works with Maintenance Supervisor in remedying any noted deficiencies.
13. Responds to emergencies during work and non-working hours.
14. Counsels' tenant's delinquent in rent payments and takes appropriate action.

15. Investigates written and/or oral tenant complaints and resolves them when possible; refers others to Regional Property Manager.
16. Works with the onsite case manager in referring residents who need case management.
17. Establishes and maintains a good rapport with the public, fellow employees, residents and other housing authorities; and promulgates and maintains HOSWWA policies, rules and applicable HUD regulations.
18. Participate in the development and administration of department goals, objectives, and procedures.
19. Attends and participates in resident meetings.
20. Ensures in the preparation of the annual budget for the property; prepares monthly statement of operations; reviews and monitors all property reports for compliance with operation standards; assures accuracy and timeliness of all reports submitted to the Regional Property Manager and/or his/her supervisor.
21. Submits recommendations to Regional Property Manager on reasonable accommodation requests, evictions, and transfers of residents.
22. Attends required training throughout the year.
23. Works with various agencies and the public as appropriate.
24. Perform related duties and responsibilities as assigned.

SKILLS AND ABILITIES:

1. Obtain and maintain LIHTC certification within 6 to 12 months of employment, dependent on availability of training.
2. Prepare bank deposit statements and prepare required reports.
3. Ability to determine maintenance and repair needs.
4. Ability to effectively respond in a timely manner to after-hour emergencies as needed.
5. Must possess strong computer skills including Microsoft Office Suite and Teams.
6. Ability to follow, carry out and enforce oral and written instructions, policies, rules and regulations.
7. Ability to effectively manage the overall property operations and perform related administrative duties.
8. Ability to interpret and explain HOSWWA rules and regulations.
9. Ability to analyze problems, identify alternative solutions and implement recommendations in support of goals.
10. Ability to operate office equipment including computers and supporting applications, copier/fax/email.
11. Ability to communicate clearly and concisely, both orally and in writing.
12. Ability to draft correspondence without grammatical or spelling errors in a professional manner.
13. Ability to establish and maintain effective working relationships with those contacted in the course of work.

QUALIFICATIONS (Education/Experience):

1. LIHTC Certification or the ability to get within 6 months to 1 year of employment.
2. Three (3) years of experience in real estate, property management or management of facilities involving government programs and bookkeeping.
3. Two (2) years of experience with Low Income Housing Tax Credits desired.

4. High school diploma or GED equivalent.
5. Knowledge of daily property management operations.
6. Knowledge of maintenance operations related to residential housing.
7. Knowledge of policies and procedures of Affordable Housing funding programs.
8. Ability to meet the public effectively and give information regarding HOSWWA facilities.
9. Knowledge, ability, and skill to perform administrative duties as assigned.
10. Must have a valid Washington State Motor Vehicle Operators License.
11. Must furnish proof of an acceptable driving record (per Authority vehicle liability insurance provider guidelines) from the Motor Vehicle Division.
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 56 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 fast-paced office environment. 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, oversite, 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. Incumbent must consistently be punctual to work and meetings.

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.

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.