



Position Description

Position Title:	Property Manager	Reports to:	Director of Housing Operations
Department:	Housing Operations	Approved By:	
FLSA Status:	Exempt	Approved Date:	

Summary

The primary purpose of this position is to manage multiple housing units, ensuring that each unit is safe and suitable for habitation, and to oversee the daily activities of the property, residents, and employees.

All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages the work of staff, including assigning, planning, and reviewing work, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, recruiting and selecting new employees, training, resolving employee concerns, and managing performance issues.
- Compiles the required data for payroll, ensuring that the accounts department has the required information in a timely manner.
- Processes purchase orders to ensure that vendors are paid on time.
- Processes monthly rent payments, prorated rent, and deposits for new move-ins; completes deposit accounting; prepares final billing letters for each move out; and forwards files to accounting for refunds or collections.
- Prepares rent delinquency notices, attends court for evictions hearings, sets up payment plan with delinquent residents, and monitors adherence.
- Maintains records of vacant units are ready for move-in, prepares weekly move-in and move-out reports, and ensures all properties are occupied to maximum capacity.
- Ensures that all units are compliant with regulations and procedures.
- Updates resident changes in household as reported.
- Monitors and updates files as needed.
- Monitors security reports.
- Prepares for and administers grievance hearings as required, ensuring that parties receive fair and equitable treatment.
- Monitors expenses against the budget.
- Completes annual recertifications to LIHTC standards for each resident and files the necessary online reports in IHCD; monitors all IHCD reporting.
- Establishes and maintains all required files and statistical reporting for annual reviews.



Position Description

- Monitors resident files, records, and the computer database; monitors files for income discrepancies.
- Completes annual recertification and interims; completes new lease-ups.
- Provides all required documentation and assistance to residents.
- Performs any necessary administrative duties.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

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; and persists despite obstacles and opposition.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.



Position Description

Education and/or Experience

- Bachelor's Degree in Business Administration, Public Administration, or a related field, and 1 - 3 years' experience in a related role.
- An equivalent combination of education and experience may be considered.
- Valid Indiana driver's license is required, and the incumbent must be insurable under the Authority's plan.
- The incumbent may be required to undergo training related to public housing and/or asset management.

Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Must have demonstrable leadership skills.

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.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; reaching, kneeling, and bending to retrieve and replace files; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 30 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.

- Office environment. The noise level in the work environment is usually moderate.
- The employee may occasionally be required to work outdoors and in inclement weather conditions.

Read and Acknowledged



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Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date