



Job Description Form

Job Title:	Assistant Property Manager	Reports To:	Property Manager
Department:	Housing CHC	Supervises:	NA
FLSA Status:	Non-Exempt	Dates Reviewed:	August 2019

Mission of Catholic Charities

Catholic Charities affirms the dignity of every person, partnering with parishes and the greater community to serve and advocate for those who are vulnerable, bringing stability and hope to people throughout eastern Washington.

Core Values of Catholic Charities

Respect

Compassion

Collaboration

Justice

Job Summary

This position is responsible to assist the Property Manager in the general administration of the property and perform all related management functions.

Job Duties/Responsibilities

To perform this job successfully, an individual must be able to satisfactorily perform each of the essential duties/responsibilities listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties/responsibilities of this job.

Resident Relations:

1. Assists in maintaining relationships with all residents, ensuring consistent application of property policies.
2. Forwards resident's inquiry, complaints and concerns promptly documenting action.
3. Maintain courteous communications and follow-up correspondence with residents, applicants, prospects and representatives of other companies.
4. Responds to maintenance needs and work order requests promptly, to include generating work orders in property management system.
5. Follow up on all maintenance requests. Ensure that all maintenance requests are handled in a timely manner and that residents are notified if parts must be ordered, causing a delay.
6. Assist in enforcement of community rules and regulations documenting action.
7. Assists in collecting rents and entering data in the property management system.
8. Supports Leasing by leading tours of property, showing vacant units and marketing property amenities as needed
9. Follow-up on all traffic with prospective residents. Review guest cards and phone logs weekly. Help to maintain / manage waiting list.

Maintenance Over Site:

1. Supervise and assign duties for the Maintenance team, in coordination with the Property Manager.
2. Supervise all work by outside contractors in the performance of their assigned duties to insure that they are completing their work satisfactorily and keep the Property Manager informed.

3. Coordinate with the Maintenance Lead all move-ins and move-outs and maintain a schedule for timely completion of apartment make-readies.
4. Assure that all apartments scheduled for move-ins are completely ready for the new resident prior to move-in date.
5. Establish and coordinate with the Maintenance Lead a program of preventive maintenance on the property (i.e., air conditioner filter replacement).
6. Follow up with Maintenance Lead on all maintenance requests. Ensure that all maintenance requests are handled in a timely manner and that residents are notified if parts must be ordered, causing a delay.

Property Program Duties:

1. Enters cash receipts for properties into property management system.
2. Make daily bank deposits.
3. Assist the Property Manager in achieving the financial and operational goals.
4. Assist in the marketing and sales of the units of the property.
5. Send weekly occupancy report to Regional Manager.
6. Uses appropriate administrative, fiscal, physical, and technical safeguards to ensure the confidentiality, integrity, and security of CCEW client protected health information (PHI), per regulations outlined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
7. Will regularly utilize all forms of communication (email, text, phone, etc.) and database practices necessary for this position and as directed by supervisor.
8. As a mandated reporter, follows all procedures outlined in agency policies and procedures to report to the proper agency when there is suspicion and/or confirmation that a child or adult has been a victim of abuse or neglect.
9. Complete required educational courses as directed.
10. Performs other relevant duties as assigned.
11. Adhere to the tenets of Catholic Social Teaching and Catholic Doctrine.
12. Perform as a team member to assure that productivity outcome measures are achieved.
13. Perform related functions necessary to support the mission and core values of Catholic Charities.

Job Qualifications

To perform this job successfully, an individual must meet the minimum qualifications listed below. These qualifications are representative of the knowledge, skill and/or ability required to perform this job.

Education/Experience: to perform this job successfully, an individual must have a High school diploma or GED equivalent. Prior Affordable Housing background preferred.

Certificates/Licenses: To perform this job successfully, an individual must have an Occupancy Specialist certification required within six months of hire. A valid Driver's License and ability to drive for work use. Successfully pass background check applicable to position.

Physical Abilities: To perform this job successfully, an individual must be able to:

- Regularly sit, stand, climb, walk, hear/listen, talk
- Frequently lift up to 50 pounds, pull/push, carry, grasp, reach, stoop, kneel
- Occasionally crawl
- Clearly see 20+ feet, with or without corrective lenses, ability to focus

Mental & Other Skills/Abilities: To perform this job successfully, an individual must have the:

- Adaptability: ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- Analytical Ability: ability to maintain focus for extended periods of time; ability to complete research projects with resourcefulness and persistence; ability to synthesize complex or diverse information; ability to use intuition and experience to complement existing data.
- Attendance: ability to consistently arrive and be able to work as scheduled. May be scheduled flexible work hours as needed to complete job expectations.
- Computer/Technical Ability: working knowledge of: Word Processing software, Spreadsheet software, Internet software. Familiar with property management software programs.

- **Dependability:** ability to follow instructions, both in written and verbal format; ability to respond to management direction; ability to complete tasks on time or notify the appropriate person with an alternate plan when necessary.
- **Interpersonal Skills:** ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
- **Judgment:** ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- **Language Ability:** ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Mathematical Ability:** ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Motor Coordination:** the ability to coordinate eyes, hands, fingers, and feet accurately and handle precise movements.
- **Problem Solving Ability:** ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- **Quality Management:** ability to complete duties, on time and with absolute precision, at least 95% of the time; ability to edit the accuracy and thoroughness of one's work as well as the work of others; ability to constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.
- **Reasoning Ability:** ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Supervisory Skills:** This job has no direct supervisory responsibilities.

Workplace Environmental Conditions

While performing the essential duties/responsibilities of this job, the employee will be:

- **Noise Conditions:** exposed during a shift to constant or intermittent sounds at a level sufficient to cause hearing loss or fatigue.
 - **Exposure to Trauma:** Employees of Catholic Charities Eastern Washington provide direct services to vulnerable community members including those who have behavioral health challenges and those who have been exposed to trauma.
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Employee Acknowledgement

I acknowledge, understand and agree to the job duties and requirements for this position.

Employee Name: _____
 (Please print clearly)

Employee Signature: _____

Date: _____