

JOB DESCRIPTION
Property Manager
August Wilson & June Leonard Place



POSTING DATE: 1.3.2022

REPORTS TO: Area Manager

HOURS: may include some evenings and weekends

PAY RANGE: Minimum starting salary \$52,000 annually

BENEFITS: Medical, dental, vision, retirement, long term disability, vacation & sick leave

POSITION TYPE: Exempt, Management Position

The Property Manager will coordinate housing management procedures, develop programs and activities aimed at creating a positive living environment with enforcing consistent policies and procedures that are in full compliance with funding regulations.

Responsibilities:

Staff support, training, and supervision:

- Physically presence at assigned sites.
- Work in conjunction with SMH who will be recruiting potential tenants, obtaining applications, and work as a team with LIHI making tenant selection decisions. All referrals of tenants from other agencies will be referred to as SMH.
- Hire, supervise, train, and support Onsite Night Manager, Resident Counselors, Janitorial, and Maintenance to ensure they have the tools and methodology to be successful in their work.
- Ensure a positive team approach with SMH.
- Identify training needs for housing management staff and help implement training.
- Support on-site staff in effectively maintaining established policies and programs at LIHI properties.
- Troubleshoot tenant issues by first referring those issues by and communicating with SMH staff, and work in a team approach to determine the best course of action.
- Complete staff evaluations that address performance concerns, set goals with clear performance expectations.
- Apply training in conflict resolution, landlord/tenant law, Fair Housing, and Low Income Housing Tax Credit program compliance and SHA section 8 compliance and other program requirements as required.

Program Management and Compliance Implementation:

- In conjunction with SMH, develop a program of activities, education, and other meetings with tenants.
- Develop, implement, and expand housing management policy and procedures that promote consistency, compliance with Fair Housing regulations, and meeting funding compliance requirements.
- Assume property maintenance oversight responsibilities including ordering and approving repairs, inspecting the condition of the building, scheduling of maintenance, preparing vacant units for lease, etc.

- Develop a thorough understanding of contracts with funders, complete accurate and timely reports to funders, and ensure compliance with funder agreements. SMH will be providing several reports to funders like the HMIS system reports.
- Involve property management staff and SMH in planning and decision making at the property.
- Review site paperwork and tenant files for proper procedures and documentation.
- Provide regular reports to LIHI Management staff regarding property management issues.
- Provide feedback on improvements needed. Conduct staff meetings and planning sessions.
- Attend community meetings to maintain good communication with neighbors.

Financial Management:

- Apply a working knowledge of Esite property management software, reviewing staff work, and review summary reports to assist staff with checking the accuracy of their work, making corrections as needed.
- Manage finances; develop and implement the budget, monitoring the budget against the actual, purchase office supplies, collect rents, maintain rent roll, maintain petty cash fund, and ensure that there is a clear audit trail for all administrative functions.
- Work the Director of Housing Management and Finance department to manage finance and accounting functions.
- Approve expenditure requests according to LIHI policies and property management and partnership agreements.
- Prepare the needed reports to King County and the City of Seattle for the Operation and Maintenance funding for the project. Prepare and send reports or billings for all revenue sources.
- Oversee the contract with SMH and the funding under the United Way contract for SMH.

Property Facilities Management:

- Conduct site physical condition reviews monthly. With SMH case managers, review at least quarterly and if required more often, the tenant units to ensure that LIHI buildings are well maintained. Provide feedback to the Maintenance Manager.
- Compile information for and complete the Capital Needs Assessment report and replacement reserves use. Prepare annual the preventive maintenance schedule to be followed for the housing and for the building. Represent LIHI on the condo owner's association board.
- Monitor the implementation of preventative maintenance work.
- Assume property maintenance oversight responsibilities including ordering and approving repairs, inspecting the condition of the building, scheduling maintenance, preparing vacant units for lease, etc.
- Perform other responsibilities as assigned.

Qualifications:

1. Four years of property management of a building with more than 50 units, and preferably of type 5 construction with elevators and security, security cameras, and alarm monitoring systems.
2. Experience with and a strong working knowledge of landlord, tenant, and Fair Housing laws.
3. Experience managing at low-income housing projects and a strong working knowledge of compliance with Low-Income Housing Tax Credits financing and Section 8 requirements.

4. Excellent supervisory skills with a minimum of two years supervisory experience of more than three property operations employees, including providing training and developing the skills of others.
5. Experience developing, implementing, and monitoring policies and procedures, and project troubleshooting.
6. Experience working in and coordinating groups and team building.
7. Must possess excellent written and oral communication skills. Demonstrated experience that shows a high degree of interpersonal skills working with staff, housing residents, housing partners, and the public.
8. Good mathematical aptitude and ability to understand financial statements and budget preparation
9. Proficient in word processing and Excel spreadsheet programs. Previous experience with record-keeping and report preparation.
10. Ability to work independently with minimal supervision while performing multiple tasks.
11. Experience working with homeless people in a residential setting, familiarity with a Housing First model is desirable.
12. Must successfully pass a background screening

New hires must be fully vaccinated against COVID-19 by their start date; except where accommodations are required by law. Proof of COVID-19 vaccine is required unless an accommodation is made.

The Low Income Housing Institute is an equal opportunity employer. Qualified members of historically marginalized and underrepresented communities are encouraged to apply. LIHI participates in the e-verify system.

About us:

The Low Income Housing Institute (LIHI) has a 30-year history and track record of owning and managing low-income housing; developing innovative solutions to homelessness; advocating for housing justice; providing supportive services; and operating hygiene services for homeless people at our Urban Rest Stops. LIHI staff have developed over 4,500 affordable housing units and manages over 2,500 units including rental housing, permanent supportive housing and transitional housing. The populations served include: families, singles, seniors, veterans, young adults, immigrants, low wage workers, and people living with physical and mental disabilities. LIHI is one of the largest nonprofit housing organizations in the state. Our properties are located in Seattle, King County, and five adjacent counties. LIHI is a national leader in sponsoring tiny house villages as a crisis solution to homelessness. Annually, the tiny house villages and shelters serve 1,000 homeless people and our hygiene programs serve over 8,000 homeless people. LIHI is a BIPOC organization committed to anti-displacement, equitable development, and social racial justice. LIHI staff is collaborative, dynamic, and dedicated to taking bold steps in ending homelessness and creating supportive communities for people to thrive.