



PROPERTY MANAGEMENT SPECIALIST II

Effective: 9/27/2021

DEFINITION/PURPOSE:

To supervise, plan, and coordinate the activities and operation of an assigned housing residential facilities and related staff. Perform rental management functions and respond to tenant inquiries and complaints in a timely and effective manner. Perform a variety of administrative tasks related to property management programs for Housing Authority owned property units, and to perform a variety of tasks involved in processing applications, re-certification of eligibility, processing rents, re-examination inspections, and related activities.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Property Management Specialist I by the requirement for a detailed knowledge of housing programs, their requirements, and the application of those requirements to individual applicant and client circumstances, as well as responsibility for the provision of services at assigned facilities. It differs from the classifications of Property Management Supervisor by the latter's responsibility for oversight of multiple programs and facilities, accountability for the results in the provision of services at Authority facilities, and the exercises of initiative, independent judgment, and discretion in performing duties, delegations, and special assignments.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct and general direction from a Property Management Supervisor.

The classification exercises direct and general supervision over assigned Authority clerical employees and provides direction to on-site caretakers.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Coordinate the organization and staffing of the activities and operations of an assigned group of public housing residential facilities.
- Identify opportunities for improving service delivery methods and procedures. Identify resource needs; review with appropriate management staff and manage assigned budget. Implement improvements.

- Participate in the determination of tenant suitability and the tenant selection process for assigned facilities.
- Perform annual and interim eligibility re-certification procedures. Determine eligibility for continued program eligibility. Inform tenants of results and methods of determination; prepare and process required paperwork for re-certification. Verify income, asset information, criminal background, and references. Initiate renewal of contracts and prepare and process related paperwork.
- Conduct home visits and routine move-in and move-out inspections. Note any needed repairs and determine responsibility for damages. Coordinate maintenance schedules between staff, maintenance, and residents. Prepare reports and work orders for needed repairs and conduct follow-up inspections of completed maintenance work. Conduct annual inspections.
- Prepare rent determinations, rent adjustments and utility allowance changes as required by fluctuating income of residents. Maintain and up-date tenant files and records related to property management programs for Authority owned properties.
- Enforce compliance with lease agreements, established facility housing regulations and various program rules. Conduct investigations of possible program abuse.
- Travel to assigned housing facilities; monitor the condition of assigned facilities and their infrastructure. Educate residents on housekeeping standards. Notify maintenance personnel of needed repairs; inspect maintenance work completed.
- Respond to requests, complaints, or inquiries from tenants; counsel and assist tenants with problems related to their housing.
- Counsel and assist residents with problems related to their housing. Assist residents in finding outside community services or resources to meet their needs, coordinate service delivery with providers. Maintain frequent contact with local social services agencies.
- Collect rents, fines, and assessments; write notices for miscellaneous charges; issue late payment notices and collect delinquent payments as necessary.
- Show housing facilities to prospective residents. Transport prospective clients to facilities. Explain housing policies, procedures and various programs offered. Hold orientations for housing lease-ups.
- Perform a variety of administrative duties. Prepare periodic and special reports on programs and operations. Prepare correspondence. Input financial information to Authority programs.
- Participate in the preparation for tenant eviction.
- Manage workload and maintain office in an efficient manner and professional condition.
- Conduct activities to attract prospective applicants to housing programs to achieve high levels of occupancy.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public housing programs.
- Train, supervise, evaluate, and recommend discipline of assigned clerical employees and facility caretakers. Direct the activities of community workers.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Fill in for Property Management Supervisor by being on-call to accommodate clients.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The use of personal computers and various Windows-based applications programs. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Modern office procedures, business mathematics application, and statistical record keeping methods. Principles of business letter writing and basic report preparation. Common administrative terminology and standard Authority correspondence and report format. Principles and procedures of record keeping. Operation of standard office equipment. Principles and practices of public housing inspection. Authority organization, rules, and regulations, including housing program principals, policies, and procedures. Specific knowledge of pertinent Federal State, and local codes laws and regulations.

Ability to – Operate a personal computer using various Windows-based applications programs, including Word and Excel. Supervise, plan, and coordinate the services and activities at multiple facilities. Properly explain departmental, Authority, and or program activities, policies, and procedures. Enforce compliance of lease agreements, housing regulations, and various program rules. Deal diplomatically and sensitively with clients, other agency representatives, and the general public. Establish and maintain effective working relationships with those contacted in the course of work. Respond to requests and inquiries from the tenants and the public. Maintain confidentiality. Prepare clear and concise reports and otherwise communicate clearly and concisely in both oral and written English. Take effective independent action. Understand and implement oral and written instructions. Follow policy and adhere to procedures. Explain Federal, State, and local codes, laws, and regulations. Maintain the mental capacity to make sound decisions and the physical condition appropriate to the performance of assigned duties.

Licenses and Certificates – Possess and maintain an applicable California Driver License and a driving record acceptable to the Authority. Possession of Tax Credit Certification is preferred. If the candidate/employee is not tax credit certified, successful completion of a tax credit certification course will be required within 6 months of employment.

Physical Abilities and Work Environment – The employee must be able to sit or stand for lengthy periods of time in both indoor office and external housing environments. Drive from site to site. Must climb stairs, stretch, bend, and lift up to 25 – 50 lbs. Possess the manual dexterity enabling manipulation of a telephone, keyboard, and other office equipment.

Other – Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Department of Homeland Security.

- Be available for emergency call-back to assigned facilities.

- Bilingual fluency in English and Spanish is desirable; however, may be required for specific positions.

- Be insurable by the Housing Authority's insurance carrier.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities is:

Experience – Three (3) years of full-time, increasingly responsible experience in a position involved in the provision of community or housing services programs or work in a property management environment.

Education – Possession of an associate degree, or completion of two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field.