



Position Description

Position Title:	Assistant Property Manager (LIHTC)	Department:	Property Management
Reports to:	Property Manager	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	October 2017

Summary

The primary purpose of this position is to provide clerical and administrative support for residents of the Authority's Low Income Housing Tax Credit (LIHTC) properties. The incumbent handles resident complaints and requests, completes data entry and processing to ensure leasing and recertification packages are completed, and performs daily office tasks.

All activities must support The Greenville Housing Authority's ("TGHA" 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.

- Greets housing residents, applicants, and the public with professional courtesy, tact, and respect.
- Collects rent and other charges from residents and enters corresponding data into computer system.
- Provides individuals with applications for admission and re-certification forms; provides general instructions on completing the forms and documents needed at the time of interview.
- Maintains an onsite presence and is readily available to residents during established business hours for the assigned development.
- Assists with administrative management of property by performing duties including conducting re-examinations and inspections, addressing resident concerns in a professional manner, enforcing property rules and lease requirements, and maintaining associated records.
- Shows vacant units to applicants and provides applicants with information about the apartment, community, amenities, and other information.
- Generates work orders in response to requests for repairs from residents and closes out work orders in accordance with established procedures.
- Provides customer service to residents, answers incoming calls from the general public, and responds to inquiries regarding program information.
- Participates in the resolution of disputes and conflicts between residents, owners, community members, and neighbors; responds to questions concerning compliance with pertinent regulations.
- Conducts intake by holding orientation sessions to advise eligible clients about program participation; conducts new move-in orientations; explains lease documents, housekeeping standards, and resident responsibilities; provides referrals on rent paying habits and housekeeping to residents.
- Schedules and conducts re-certifications; prepares and processes required forms; ensures accuracy of client information; updates records with new information; prepares reports related to completed re-certification.
- Assists in preparation for compliance review-related functions, such as preparing annual



Position Description

certification packets, conducting face-to-face certification reviews, locating missing records, auditing resident files, or assisting in preparing eviction notices.

- Provides first response to resident and property emergencies; refers resident concerns to management; checks and secures property offices and vacant units.
- Generates, reviews, and sends a variety of reports, including daily close-out, month-end, and year-end reports; drafts correspondence as needed; proofreads documents to ensure consistency in formatting and proper grammatical usage; maintains all files for assigned site.
- Maintains a supply of various forms and flyers for residents and the general public; receives, sorts, and distributes incoming/outgoing correspondence; maintains and fulfills supply needs by checking stock to determine inventory levels.
- Assists with resident services initiatives.
- Completes other related 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.

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; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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.

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

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.

Job Competencies

- Knowledge of the general operations and procedures of TGHA properties and HUD housing programs.



Position Description

- Knowledge of the regulations affecting TGHA's housing programs and demonstrated ability to understand the terms, conditions, and content of TGHA's standard operating procedures for property management.
- Knowledge of the proper TGHA procedures for collecting, processing, and recording rental transactions.
- Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skills in providing instruction on the HUD and TGHA program requirements to potential participants.
- Skills in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and a minimum of two (2) years of administrative experience in Low Income Housing Tax Credit (LIHTC) property management. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

Technical Skills

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

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; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.



Position Description

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 moderate.