

# VALLEY COMMUNITY HOUSING CORPORATION (VCHC)

## JOB DESCRIPTION

**Position Title:** Assistant Property Manager

**Reports To:** Senior Property Manager

**Direct Reports:** Aides

**Position Classification:** Non-exempt Hourly

The Assistant Property Manager is responsible for assisting Property Managers in the overall management of assigned properties. The Assistant Property Manager will participate in and develop proficiency in all areas of property management, including customer service, conflict resolution, regulatory compliance, administrative tasks, public relations, and overall health and growth of properties and their communities.

### **Position Responsibilities:**

#### **1) Property Management:**

- Monitor performance and accountability –the application process, lease up, tenant management, PHFA and housekeeping inspections, property maintenance, tenant conflict resolution, customer service and satisfaction, communication with tenants, service/support agencies, local and state organizations and the general public.
- Assist in the supervision, preparation, and maintenance of all records at the property level, including those of resident accounts, property control, resident turnover, annual unit inspections and condition of units, resident organizations and administration of the property budget.
- Interact positively with residents, providing excellent customer service which leads to greater tenant satisfaction, retention, and a positive community environment.

#### **2) Regulatory Compliance:**

- Maintain knowledge of and apply the Federal Low Income Housing Tax Credit Program to tax credit properties managed.
- Maintain excellent knowledge of and apply Fair Housing rules and regulations in the management of the property groupings. Fully understand and accurately respond to reasonable accommodation requests by tenants. Review all tenant grievances/appeals and follow the Tenant Grievance Procedure.
- Maintain and enforce the application of the lease requirements with tenants. Maintain an excellent understanding of and subsequently apply the Pennsylvania Landlord Tenant Law for tenant lease violations and eviction processes, including court appearances.
- Process annual Recertification for existing residents.

#### **3) General Support Duties**

- Positively assist Property Managers with duties as assigned.
- Communicate effectively and timely with team members, residents, and the general public.

### **Position Skills:**

- Employ management practices commonly used by public and private agencies dealing with social problems and community needs daily.
- Employ the SERVE Leadership model in daily interaction.

- Demonstrate ability to effectively coordinate and supervise, in conjunction with Property Managers, the various activities related to resident occupancy and property management.
- Demonstrate ability to fairly and consistently interpret and administer rules, regulations, and procedures relating to property management.
- Demonstrate ability to establish and maintain effective working relationships with superiors, subordinates, residents, other agencies and the general public.
- Demonstrate ability to express ideas clearly and concisely, orally and in writing.

**Position Qualifications:**

Two (2) years of management experience required, preferably in supervising or in performing tasks associated with the management of multi-family residential subsidized or affordable housing communities; preference - two (2) years' experience in federal low income housing tax credit properties; and/or Bachelor's degree in management, business, or human services.

**Company Framework:** The purpose of this job description is to outline the structure within which this position is to operate and to assure a general understanding of the associated expectations. Throughout the course of performing job functions, it is essential that these job responsibilities are carried out within the larger framework of VCHC's strategic plan, as well as, its Mission, Vision, and Core Values. Employees are expected to be engaged in valuing and growing in these core values: Service, Integrity, Accountability, and Teamwork.

The job functions listed are not intended to be exhaustive or to exclude activities that may fall under other duties as assigned. This job description will also be used as a tool to evaluate employee performance and assess the nature of the fit between the employee and the job functions.

This document will be updated on an ongoing basis and reviewed and updated periodically with the employee as the company changes and necessitates revisions to this position. This document does not preclude reasonable accommodations.

We have each read, understood, and support the organizational team and position descriptions described above, as well as the VCHC Vision, Mission and Values.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Updated annually before each employee review