POSITION DESCRIPTION

POSITION TITLE: Property Manager

PAY RANGE/GRADE: commensurate with experience/Grade 7

ESSENTIAL FUNCTIONS: The Property Manager is responsible for the oversight, coordination, planning and implementation of all matters pertaining to the management and compliance related duties of assigned properties, ensuring their smooth and financially sound operations. In all instances the Property Manager must perform in accordance with and be committed to the Bickerdike mission.

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 persons with disabilities. While performing the duties of this job, the employee is regularly required to talk, hear, sit, use hands, reach with hands and arms, stand, walk, climb and lift or move up to 25 pounds.

RESPONSIBILITIES:

1. Provide direct supervision, evaluation and direction to Leasing/Occupancy Specialists, and where applicable, clerical and janitorial staff. Carry-out the recruitment, screening, training and orientation of new staff ensuring adherence to all company policies, procedures and directives.
2. Direct, plan and coordinate the overall management of assigned properties including, but not limited to: supervision, leasing, occupancy, compliance, maintenance, security, enforcement of house rules and lease provisions, and tenant issues.
3. Ensure that all policies and procedures related to leasing and occupancy are adhered to and review and approve the following: all applicant files prior to submission to the Selection or Appeals Committees; all resident leases (new and renewing) prior to lease execution/signing; all approved applicant files prior to move in; all move-outs and all annual home inspections.
4. Oversee, ensure and carry-out as appropriate the leasing process for vacant rental and/or coop units including, but not limited to: screening applicants for vacant units based on predetermined tenant selection criteria, processing all required documents and documentation, presenting eligible cases to tenant selection and appeals committees, showing apartments, preparation of leases, and the move-in process. Ensure effective and efficient procedures for unit re-occupancy which minimize unit turnover time.
5. Oversee, ensure and carry out as appropriate occupancy related duties for occupied units including but not limited to: maintaining, updating and processing all current resident information, annual recertifications, lease renewals, annual inspections, move-outs, ensuring lease compliance and carrying out lease enforcement as appropriate.
6. Oversee and carry-out all duties related to tenant collections including but not limited to: receiving and entering of rents, regular review of the tenant receivables/delinquency list, preparation and issuance of five (5) day notices, processing cases through the court as appropriate, ensuring the accuracy of rent roll and tenant ledger information, and turning cases over to collection as appropriate.
7. Oversee financial performance of assigned properties and carry out financial related responsibilities including, but not limited to: assist with preparation of annual budgets, monitor income and expenses for each assigned property, monitor and take action on tenant delinquencies and bad debt, monitor rent loss due to vacancies, monitor and carry out special billings (damages, locks, etc), approve invoices for payment where relevant, utility allowances, and where appropriate all aspects of HAP and other subsidy submissions.
8. Oversee, coordinate and ensure all matters relating to compliance as required by regulatory and funding entities, including but not limited to maintenance of all paper and electronic documents, maintenance of all appropriate information and documents required in tenant files and rent rolls, correct tenant file set up and document order, processing of recertification forms/renewal of leases, Class 9 forms, etc. and coordination and staffing of all funder management review/inspections and building inspections. Oversee, prepare, review and submit all required reporting to owners, governmental agencies, funding agencies.
and others as appropriate.

9. Oversee, ensure and carry out, as appropriate, unit and building inspections including annual, move-in, move-out, interim, funder and insurance related inspections; and ensure and carry out all required follow-up including taking warranted action such as filing work orders, tenant damage billings, related lease enforcement actions, and re-inspection in cases of bad housekeeping or failed inspections.

10. Oversee the physical condition of all assigned properties and work with the Maintenance Manager to ensure that all buildings and units are in a safe, clean and sanitary condition and are well maintained. Ensure and carry out coordination of vacant unit preparation for assigned properties with Maintenance. Participate in capital improvement planning with the Property Management Director and Asset Management Director.

11. Coordinate and carry out cycle maintenance program for assigned properties including but not limited to: preparation and maintenance of cycle maintenance schedules for each cycle maintenance item for each assigned property, interface and coordination with maintenance department (HVAC), scheduling of cycle maintenance related contractors (extermination, cycle painting), tenant notification, and scheduling of call back work.

12. Coordinate, ensure and carry out all duties related to waiting lists for assigned properties including but not limited to: maintaining sufficient pool of applicants, effective wait list data management, accurate and up to date status information, ongoing tracking of move-ins, all aspects of the annual updating process and, in coordination with the Property Management Director, all aspects related to wait list re-openings.

13. Maintain and ensure utilization of established electronic and paper record keeping systems and documents, including tenant files, in accordance with internal protocol, HUD, IHDA, tax credit and other regulatory guidelines and requirements. Deploy effective utilization of our property management data management information system, OneSite.

14. Carry-out and ensure tenant related matters, and community relations and communications are addressed and brought to closure including, but not limited to: tenant complaints, neighbor complaints, community relations regarding Bickerdike units, security matters, inspections, building improvements, and emergencies, and engage in coordination with other staff as appropriate.

15. Maintain current knowledge of guidelines, policies and procedures for HUD, IHDA, DOH, CHA, Low Income Housing Tax Credit, as applicable, and all other subsidy programs utilized in assigned properties. Maintain working knowledge of all requirements of the Illinois Real Estate License Act of 2000, as amended, and ensure compliance with the Act.

16. Oversee, coordinate and ensure that all duties related to special claims for vacant units are carried-out as applicable including: preparing, submitting and follow up of special claims for vacant units in accordance with HUD, IHDA and/or other relevant governmental agencies’ procedures.

17. Staff the Selection committee, Appeals committee and other committees as appropriate, and ensure participation by Leasing/Occupancy Specialists as appropriate.

18. Ensure maximum occupancy rates and the lowest achievable vacancy rates, minimizing rental income loss to assigned properties.

19. Perform other relevant duties as assigned.

**QUALIFICATIONS:** Minimum of 5 years of related property management and supervisory experience. High school diploma required. Must have or be willing to obtain a real estate license. Bilingual English/Spanish a plus. Good communication, writing, organizational and interpersonal skills necessary. Must be able to work with persons of various ethnic and economic backgrounds, willing to work flexible hours and be on-call. Must have regular access to a car, have a valid driver’s license and proof of insurance for field work. West Town, Humboldt Park, Logan Square, Hermosa and Avondale residents a plus.

**REPORTING RELATIONS:** Under the general supervision of the Property Management Director.

**POSITION CLASSIFICATION:** Exempt

BRC is an Equal Opportunity Employer
Drug Free Workplace

Please submit resume and cover letter to: jobs@bickerdike.org