

SAN FRANCISCO HOUSING AUTHORITY CLASSIFICATION DESCRIPTION

CLASSIFICATION	<u>PROPERTY MANAGER II</u>	CLASS CODE	<u>01601</u>
DEPT/DIVISION	<u>Public Housing Operations</u>	EE0-4 CODE	<u>1</u>
UNION-STATUS	<u>SEIU Local 1021</u>	FLSA	<u>Exempt</u>
		BENCHMARK	<u>SFHA Housing Inspector II</u>
APPROVED	<u>Director of Human Resources</u>	DATE	<u>Rev. 12/15/08</u>

NATURE OF CLASSIFICATION

Under the direction of the Area Manager, the Property Manager II is responsible for the overall management, services and activities associated with the management, maintenance and operations of the more difficult or complex properties within the Public Housing Operations, generally 201 or more units.

DISTINGUISHING FEATURES

This class is distinguished from Program Manager II, by scope, decision-making (type and independence); internal and external organizational impact; level of supervision; working relationships (level and purpose) and budgetary responsibility.

Distinctions between class levels in the Property Manager series are based on the property site's complexity, sensitivity and/or size, organizational impact, the nature and number of functions/programs managed, decision-making responsibility, level of supervision exercised, nature of positions supervised, and the nature and scope of duties assumed such as hand-on work rather than planning and policy development activities.

SUPERVISION EXERCISED

The Property Manager II classification is a professional classification, which provides general supervision to Property Supervisors, clerical, and maintenance staff involved in the performance of the services and activities assigned to the Customer Service Administration Division.

EXAMPLES OF DUTIES

Following are representative examples of the essential duties performed by incumbents of this classification. Not all incumbents necessarily perform each and every duty listed below, and may be required to perform other related duties, as assigned.

- Collect rents and maintain computer records.
- Process request for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Prepare and monitor site budget.
- Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents.
- Follow-up delinquent accounts and pursue collections in accordance with established procedures.
- Monitor expenses to ensure spending is within guidelines.
- Maintain tenant files and related documentations regarding continuing and adjustments.



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EXAMPLES OF DUTIES (CONTINUED)

- Show vacant apartment utilizing professional marketing procedures, and maintain a high level of continued occupancy by leasing property in a timely manner.
- Check references and other information on resident applications through Authority's approved credit and criminal investigative service.
- Complete Rental Agreements.
- Make daily bank deposits.
- Prepare reports in accordance with established procedures.
- Complete move-in and move-out reports, and send move in and move out packages to the finance department for permanent filing and disbursement of security deposits.
- Address resident concerns in a professional manner.
- Send/Post all notices regarding compliance to rules and regulations when a violation occurs.
- Hire, train, supervise and terminate site staff when necessary.
- Issue purchase order numbers and track purchases from order through invoice.
- Process invoices for correctness, accuracy, and proper coding.
- Purchase office supplies and other administrative supplies for the property.
- Maintain and reconcile the property's petty cash fund.
- Maintain and reconcile the property's budget.
- Write advertisements if needed, obtain prices and place advertisements (with Regional Property Manager's approval) in the appropriate publications for best exposure for the community.
- Establish and maintain a waiting list per established procedures.
- Complete and submit incident reports for all events that may involve injury or damage.
- Maintain the property business office in a neat, orderly and business-like manner at all times with regularly scheduled office hours per established procedures.

General Repair and Maintenance Including Grounds Maintenance:

- Oversee maintenance of grounds, trash container areas, and common areas not allowing any trash or debris to accumulate.
- Oversee all work associated with upkeep and maintenance of grounds.
- Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within three days after move out.
- Log all resident complaints and dispatch maintenance personnel promptly. Items covered under warranties should be reported to the appropriate maintenance companies and followed up for prompt repairs.
- Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, and close out work orders in accordance with established procedures.



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EXAMPLES OF DUTIES (CONTINUED)

- Conduct property inspections, including move-in, housekeeping, and grounds in order to assure adherence to established standards.
- Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
- Assist with security activities by communicating with security personnel regarding specific problems, and participating in "knock and talk", as needed.
- Be available at all times either personally, or through other site personnel, for emergency calls.
- Maintain community-owned materials and tools in a neat and orderly manner at all times.
- Maintain a neat and organized workshop area free of clutter and debris for these tools. Upon completion of maintenance task, all tools and excess supplies shall be cleaned up and stored properly.

Tenant Relations:

- Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
- Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident services coordinator, as appropriate.
- Maintain liaison with resident services coordinator to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate.
- Resolve conflict and complaints among residents, if possible, in order to avoid grievances.
- Recommend eviction if resident behavior warrants, and prepare related needs, assess quality of services, etc.
- Participate in hearings and appeals as needed.

Supervising Personnel:

- Participate in pre-employment interviews and make hiring recommendations as needed.
- Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
- Review time and leave reports for assigned staff.
- Train or assist training other site personnel.
- Prepare and review performance appraisals and discuss with subordinates as appropriate.
- Counsel employees regarding job performance and document in accordance with established procedures.
- Recommend disciplinary action as needed.
- The Property Manager II is authorized to delegate authority to key employees. Any such delegation must be approved by the Regional Property Manager. The Asset Manager's responsibilities always primary, even for activities delegated to subordinates.
- Other duties as required.



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MINIMUM QUALIFICATIONS

KNOWLEDGE – of Authority policies and procedures, particularly as they pertain to property management; of Department of Housing and Urban Development (“HUD”) rules and regulations that apply to property management; of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes; of basic knowledge of building maintenance, fire prevention and liability reduction principles; of basic office practices, procedures, and equipment; of the principles of management and supervision; of the operation of the Authority’s computer system and software; of eligibility requirements; of basic English in order to communicate verbally and in writing; of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.

ABILITY – to maintain required records such as tenant files, vacancy reports, etc; to procure goods and services in accordance with Authority procedures and in keeping with the assigned Operating Budget for the property; to read and interpret policies and guidelines in order to make sound decisions; to prepare clear concise reports and make appropriate recommendations within scope of responsibility; to use basic office equipment such as telephone, fax copier and computer system; to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public, and to maintain multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.

SKILLS - in analyzing situations in order to identify problems and offer possible solutions, and in communicating with all types of people in a wide variety of situations.

EDUCATION, EXPERIENCE AND LICENSURE - Any combination of education, experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain these would be:

Education equivalent to the completion of high school or equivalent (Bachelor degree preferred)
AND

Five (5) years of experience in property management and experience involving public contact preferred.

Possession of a Public Housing Manager from the National Association of Housing and Redevelopment Officials (NAHRO) or other Authority approved association.

Possession of a valid California driver’s license, and automobile insurability by the Authority’s insurance carrier.

PHYSICAL DEMANDS – Mobility and manual dexterity to work in a standard office environment and use standard office equipment; vision to read handwritten and printed material and a computer monitor; hearing and speech to communicate in-person and by telephone; ability to lift and carry items weighing up to 15 pounds such as files, books or boxes of paper, forms or supplies; mobility to traverse inclined terrain or climb stairs at the public housing developments.

