

Housing Authority of Winston Salem Classification Description

Classification Title: Assistant Property Manager
Department: Property Management
Reports To: Property Manager

Grade: 9
FLSA Status: Exempt

General Statement of Job

Assists the Property Manager in managing and administering the Public Housing or Transitional Housing Program to existing participants/landlords. Excellent organizational skills, communication skills and the ability to multitask is a required. Provides customer service, clerical duties, processes residents' applications, performs data entry and other related duties as needed.

Essential Duties:

- Provide a variety of services to the Housing Manager including but not limited to: composing any typing correspondence, establishing and maintaining files for records, correspondence, and reports; arranging appointment schedules for management; ordering and maintaining inventory of office supplies; serving as receptionist; answering questions that require interpretation of HAWS policies and procedures; managing the community office in the absence of Housing Manager; and sorting and distributing incoming mail.
- Receive rent statements each month, posts and deposits rents on a daily basis and review other charges for accuracy and make corrections as required.
- Compile data and maintain up-to-date records necessary to prepare a variety of reports and forms each month. Know report deadlines and be responsible to manager for adhering to them.
- Maintain the rent for the community, including maintaining up-to-date records on all rent charges, move-in and move-out, and rent debits and credits; and balancing the rent roll each month with tenant ledger.
- Receive and enter all work orders into the computer. Enter all completed work order into the computer on a daily basis. Check completed work order for accuracy making sure entries are made where needed.
- Maintain up-to-date records of information on residents, data changes, turnovers, and transfers. Prepare reports as required.
- Maintain utility records and assess charges.
- Schedule initial, annual, move-in, move-out and maintenance inspections and distribute notification letters. At times, may be required to perform inspections.
- Complete move-ins and move-outs and lease enforcements
- Prepare court papers for rent delinquency, charge delinquency and other evictions for lease violations. At times, present court cases and handle padlocks.
- Be responsible for mailbox keys and work with United States Post Office in getting keys replaced and locks changed.
- Schedule Interviews and process interims and annual recertifications.
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- Sends out adjustment in rent letters as follow up to re-exams.
- Coordinates with maintenance department for annual inspections, tenant complaints and owner complaints.

- Prepares leases for signatures.
- Verifies all income and deductions for family caseload.
- Maintains good working relationship with participants, landlords, and other agencies.
- Miscellaneous typing and filing.
- Maintain knowledge of the software program and procedures.
- Secure and maintain records of elderly and handicap medical information (as necessary for emergency situations) and responsibility records.
- Responds to fire and medical emergencies and provide assistance to residents as necessary.
- Prepares 14-day letters, 30-day letters, court papers, and evictions; prepare case studies for move-outs and evictions.
- Perform related duties as required.
- Must be willing to travel to various locations (20% travel)

Requirements:

Education:

High School Diploma required, Associates Degree preferred in Business Administration, Public Administration, or equivalent combination of education and experience. Must obtain/successfully complete required job training within two years of hire date for this position. Required certifications include but are not limited to: Public Housing Specialist Certification.

Experience:

2-3 years of experience in Housing Management, bookkeeping, secretarial experience or an equivalent combination or education and experience. Knowledge of local housing codes, civil and criminal codes.

Special Skills:

Must be certified as a Public Housing Specialist by an accredited national certifying organization or must obtain certification within two years from date of employment in position. Must possess a valid NC driver's license (within 30 days of hire), a safe driving record, ability to perform job duties without close supervision; ability to use independent judgment; able to use discretion and maintain confidentiality; able to relate and communicate respectfully to people in stressful situations in a tactful and effective manner, have good math skills; type a minimum of 40wpm; operate general office equipment and have a working knowledge of Microsoft Office computer software programs (i.e. Word, Excel, Outlook and Power Point). Ability to establish and maintain effective working relationships as necessitated by work assignments. Must be able to pass a physical drug screening and criminal background check. Must be bondable.