



A Workforce Housing Group Company

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## Job Description Assistant Property Manager

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**MHR Management's Mission:** MHR takes a people first approach to ensure that residents can thrive in properties that are affordable, well maintained and financially sound. In April 2017, Workforce Housing Group, a development organization dedicated to securing and preserving long term affordable housing, acquired Maria H. Rosado (MHR) management firm which was founded in 1992. MHR's Maintenance Directors have expertise in managing affordable housing in the Bronx, Brooklyn, Queens and Westchester. MHR's expertise is in transforming distressed multi-family buildings into stable, well maintained affordable housing.

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### **Job Overview:**

Under the direct supervision of MHR's Maintenance Director, with latitude for independent judgment and action on routine matters, the Assistant Property Manager (APM) will identify and trouble-shoot critical building issues; perform administrative duties to ensure compliance with local programs, laws and regulations; and be a top-notch communicator to ensure both subordinate and senior staff are aware of all developments and are working in unison to achieve portfolio objectives. The APM's portfolio will include a mix of stabilized multifamily rentals, distressed multifamily rentals, and HDFC co-ops.

The ideal candidate for the APM position is someone who:

- Has a mix of field experience and office experience and thrives in a team-based environment
- Has at least 1 year of experience in a client-facing role in the real estate industry
- Gets energy and satisfaction from creative problem-solving and following through on complex projects
- Enjoys working with others and demonstrates an ability to build trust among diverse stakeholders

**Job Description:** The Assistant Property Manager will be responsible for, but not limited to, the following:

### **Essential Functions:**

- **On-site Property and Staff Management**
  - Troubleshoot high priority building issues to avoid/resolve Court Ordered Repairs, HQS failures, DHCR Complaints, emergency conditions, and violations/fines
  - Visit priority sites biweekly and supervise skilled building maintenance staff – Superintendents, Porters and Handymen—to foster teamwork and ensure accurate prioritization, and satisfactory completion of, building maintenance/repairs in a timely manner
  - Ensure constructive, proactive communication with Maintenance Director and senior staff, as well as field/building staff, to ensure all issues are addressed timely and to satisfaction of MHR Management's and owner standards
  - Train and monitor staff use of mobile work order software on an ongoing basis to ensure standards met
  - Coordinate building staff schedules to ensure adequate coverage of seasonal needs
  - Facilitate apartment access for repairs and inspections by City agencies, syndicators, and others
  - Perform preventive maintenance inspections at least quarterly as well as follow-up inspections on complaints and violations as necessary
  - Oversee snow removal by building staff
  - Other administrative management tasks as required

- **Administrative Management Functions**

- Work with senior staff to clear violations, emergency repairs, and other high priority building compliance matters.
- Attend hearings conducted by the Office of Administrative Trials and Hearings to address violations.
- Ensure excellent customer service as a client-facing representative of MHR Management on maintenance matters for third-party managed properties
- Work with seniors staff to assist with operating and compliance matters for co-op and condo clients
- Exercise sound judgment in responding to client concerns, prioritizing issues, escalating items to senior management when necessary, and delegating tasks as appropriate.
- Exercise sound judgment in determining when and how to communicate with staff and residents to achieve property and company objectives
- Become thoroughly familiar with physical services, agency standards, policies, and procedures.
- Participates in continuing educational opportunities for personal growth and development.
- Ability to work flexible hours including evenings, weekends and on-call via phone and/or email access after working hours
- Other administrative management tasks as required

**Qualifications:**

- High School Diploma or equivalent, and any combination of education, training and experience that demonstrates the ability to perform the duties of the position; preferably at least 5 years of related professional experience with 1-year minimum in a client-facing role
- Excellent customer service skills and a demonstrated record of meeting and exceeding client or customer expectations
- Strong written and verbal communications skills
- Demonstrated ability to work productively and collaboratively as part of a team, and to effectively prioritize to meet deadlines.
- Knowledge of Microsoft Office products (Outlook, Word, and Excel) is required. Working knowledge of Yardi Voyager 7S system is highly valued, or ability to learn online database software quickly.
- Working knowledge of, or a strong desire to learn, facility management operations and maintenance and/or building trades (e.g. plumbing, carpentry, interior painting, roofing, electrical system, security system and equipment maintenance)
- Fluency in oral Spanish is a plus
- Must possess valid, unrestricted NYS Driver's License

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical demands:** While performing the duties of this job, the employee is frequently required to lift, bend, climb stairs, crouch/squat, kneel, reach with hands and arms, twist, walk, talk and hear. Employee should have the ability to lift and carry up to 30 pounds.

**Work environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at times. The noise level in the work environment is usually minimal but depending upon duties may increase.

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**To Apply:**

**Send a resume and cover letter to [amierrez@mhrmgmt.com](mailto:amierrez@mhrmgmt.com)**

Please note that this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of employee. Duties, responsibilities or activities may change at any time with or without notice.

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