

**WEBSTER HOUSING AUTHORITY  
JOB DESCRIPTION**

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**TITLE:** Property Manager

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**POSITION DEFINITION:** Responsible for the overall management of an assigned caseload or more than one property within the Authority's housing programs. Directs and manages the resident and community affairs and organization of developments. Contributes to the achievement of the Authority's goals and objectives.

**ESSENTIAL DUTIES:**

- Manages and maintains caseload/all properties as assigned.
- Calculates and verifies rent/rent roll to ensure accurate invoicing. Responds to residents in a timely fashion on all rent and other charges, and inquiries.
- Assures accurate and timely completion of Annual and Interim Recertification; timely adjustment of rents; generates new or modified lease as required. Keeps accurate records to ensure eviction of residents who fail to comply.
- Assist with rent collections including bank deposits.
- Assures proper move-in and move-out of all residents in accordance with the authority's vacancy policy.
- Assist the Executive Assistant and maintenance supervisor to comply with the Authority's vacancy procedure plan and EOHLC's vacancy management system recording of information, i.e., move ins, move outs and transfers, etc.
- Accepts and determines eligibility for resident transfer request.
- Conducts informal hearings and private conferences regarding complaints and lease violations.
- Assists in the screening process of applicants as required, including home visits.
- Assists in the work orders process as required.
- Monitors resident legal issues, including 14 days notices for rent, collaborates with legal counsel on lease violations, and monitors court or in-house agreements regarding rents, no smoking policy, and other occupancy issues.
- Investigates and resolves resident's complaints; grievances; coordinates resident needs with Resident Services Coordinator and outside agencies to assist residents to achieve their goals.
- Schedules and monitors annual inspection of all authority owned units performed by maintenance or outside vendors.
- Collaborates with public safety in dealing with criminal activities.
- Resolves resident grievances and disputes in accordance with WHA policy.
- Collaborates with Resident Services Coordinator to promote a better quality of life for residents and jointly holds quarterly meetings with residents.
- Tours all properties on a weekly basis addressing any lease violations and make referrals to maintenance as needed.
- Other duties as assigned.

**QUALIFICATION & REQUIREMENTS:**

- Demonstrated ability to make clear, logical, written, and oral presentations.
- Demonstrated computer literacy/proficiency in word processing, spreadsheet, Internet, and all other applicable housing authority software.
- Demonstrated ability to maintain strict confidentiality in all matters.
- Demonstrated ability to establish and maintain effective working relationships with employees, professional groups and the public.
- Demonstrated ability to achieve and maintain a satisfactory attendance record, as defined by the Personnel Policy.
- Demonstrated ability to manage changing priorities.
- Demonstrated leadership abilities within a multi-faceted environment.
- Demonstrated working knowledge of federal and state housing regulations.
- Demonstrated knowledge of the principles and practices of public housing management/maintenance systems.
- Demonstrated ability to work independently, to take initiative, to make appropriate decisions.
- Demonstrated ability to contribute to, embrace and facilitate change.
- Demonstrated ability to travel to seminars for training and meetings as required.
- Demonstrated ability to work with a diverse population.
- Demonstrated ability to work independently with little supervision.
- Graduation from high school/GED required. College Degree preferred in related field, and experience managing public housing. An equivalent combination of education and work experience will be considered on a case-by-case basis.
- Proven interpersonal, management and communications skills.

**CERTIFICATE/LICENSE:** Massachusetts Motor Vehicle Operator's License.  
Certification as Housing manager as required of the appointment.

**PHYSICAL DEMANDS:**

SEDENTARY (requires lifting 10 lbs., carrying small objects)