

## **PROPERTY MANAGER**

The Property Manager is responsible for overseeing the physical condition, management, financial performance, and quality of life for residents while complying with HUD and LMHA regulations. The Property Manager may be cross trained to oversee a variety of properties, including public housing family sites, public housing high rises, public housing scattered sites, project-based Section 8 New Construction buildings, Low Income Housing Tax Credit (LIHTC) properties, or market rate units.

Minimum starting salary of \$61,692.80. LMHA offers full time employees medical, dental, vision, and life insurance; Retirement and 457 deferred compensation plans through OPERS; 10 vacation days from date of hire; 15 sick days, 15 paid holidays, 2 personal days and a self-care day.

Minimum requirements: Associate Degree and a minimum of four (4) years of property management experience that included at least one (1) year of supervisory experience. Experience managing low-income housing tax credit properties and/or multi-family properties is desirable. An equivalent combination of education and relevant experience will be considered. Property Manager Trainees may be eligible for promotion to Property Manager dependent upon satisfactory job performance within a year of appointment as a Property Manager Trainee. Previous experience in private or public sector Property Management helpful. Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must possess a Public Housing Property Management Certification from a qualified training institution. Preferred or helpful training/certifications: Uniform Physical Conditions Standards, Multifamily Housing Training in HUD Handbook 4350.3, Fair Housing and Customer Service training, and knowledge of Ohio Tenant/Landlord Law helpful.

Please download the application packet from the website. Completed packets can be emailed to [jobs@lmha.org](mailto:jobs@lmha.org), faxed to 440.288.7361 or mailed to: LMHA, Human Resources Department, 1600 Kansas Avenue, Lorain, OH 44052. Applications accepted until position is filled.

EQUAL EMPLOYMENT OPPORTUNITY AUTHORITY



## LORAIN METROPOLITAN HOUSING AUTHORITY

### PROPERTY MANAGER

Reports to: Chief Operating Officer  
Department: Public Housing/Project Based Section 8/LIHTC/Market Rate  
Location: Developing AMP  
Status: Exempt  
Salary Range: \$61,692.80 - \$92,518.40  
Pay Grade: 9  
Revision: July 2023

#### **General Statement**

Summary: Is responsible for overseeing the physical condition, management, financial performance, and quality of life for residents while complying with HUD and LMHA regulations. The Property Manager may be cross trained to oversee a variety of properties, including public housing family sites, public housing high rises, public housing scattered sites, project-based Section 8 New Construction buildings, Low Income Housing Tax Credit (LIHTC) properties, or market rate units.

#### **Duties and Responsibilities**

##### **Primary Duties:**

Supervises, trains and orients staff; conducts performance evaluations of staff and issues corrective action as needed.

Ultimately responsible for ensuring apartments are leased on a timely basis and project achieves highest possible occupancy at all times.

Responsible to ensure vacated units are shown to applicants.

Enforces lease agreements by various means, including issuing late notices, Notices to Cure, Notices of Lease Termination, Notices to Leave the Premises, court orders, and by conducting one-on-one counseling to enable the resident to become compliant.

Testifies on behalf of LMHA in housing court proceedings.

Conducts annual and interim recertification interviews.

## PROPERTY MANAGER

Computes rents and completes initial certifications for new tenants and annual/interim recertifications for existing tenants in accordance with HUD regulations/guidance and LMHA policy.

Conducts housing inspections in accordance with Uniform Physical Conditions Standards (UPCS), including initial housing inspections within 30-60 days of move in, various forms of special housing inspections, and grounds inspections.

Understands goals of the Public Housing Assessment System (PHAS) and strives to achieve high performer scores for the Project.

Reviews monthly rent rolls for accuracy and reconciles tenant accounts receivable (TARs) on a monthly basis.

Completes a summary of vacated tenant accounts within 30 days of move out.

Strives to successfully resolves issues/problems among residents of various age, race, gender, ethnicity, disabilities, income levels, familial status.

Handles tenant-related paperwork such as landlord statements, letters, transfer requests, requests for accommodations or modifications, VAWA, etc.

Interprets regulations, guidance, policies and procedures and ensures consistent application of and compliance with regulations and ordinances of HUD, State of Ohio, LMHA and local jurisdictions in the enforcement of the lease and management of the Project.

Ensures that the Maintenance Manager monitors and properly maintains work orders, consumable inventory, tools, and equipment and implements the Preventive Maintenance program.

Oversees procurement of materials, services, and office supplies via LMHA approved vendors and in a manner consistent with the LMHA procurement policy.

In conjunction with the Maintenance Manager, establishes work schedules and ensures access to units for refurbishing vacant units, extermination, inspections, contracted services, preventive maintenance, modernization, etc. in an expeditious manner.

Builds, develops, and fosters quality relationships with external customers, such as resident families, community-based service providers, local government, judicial system, and HUD.

Participates in creation of budgets for the Project and Capital Fund Program planning.

Responsible for monitoring and managing the budget for the project.

Holds informal hearings and attends formal hearings, as required.

Ensures confidentiality of information is maintained among project staff.

Ensures compliance with all safety requirements at the Project: creates and follows-up on accident/incident reports; holds monthly safety meetings.

## PROPERTY MANAGER

Participates in the interviewing and hiring process of new staff; trains, supervises and assesses performance of Maintenance Manager, Assistant Managers, Maintenance Technician, and Building Monitors, and other part-time/full-time employees, where applicable.

May be required to post inventory on work orders, ensure work orders are complete, accurate and closed.

Required to comply with Records Retention Policies.

### **Secondary Duties:**

Performs duties of other staff in their absence, as needed.

Attends meetings with staff, coworkers, contractors, consultants, service providers, collaborative partners, HUD personnel, and the general public, as needed.

Participates in ongoing training, as required.

Performs other related duties as required.

### **Qualifications**

**Education/Experience:** Associate Degree and a minimum of four (4) years of property management experience that included at least one (1) year of supervisory experience. Experience managing low-income housing tax credit properties and/or multi-family properties is desirable. An equivalent combination of education and relevant experience will be considered. Previous experience in private or public sector Property Management helpful.

**Language Skills:** Ability to communicate effectively with staff, residents, and the public.

**Mathematical Skills:** Basic math skills.

**Reasoning Ability:** Problem solving

**Computer Skills:** Ability to learn computer programs needed for the position.

**Certificates, Licenses, Registrations:** Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must possess a Public Housing Property Management Certification from a qualified training institution.

**Preferred or helpful training/certifications:**

- Uniform Physical Conditions Standards
- Multifamily Housing Training in HUD Handbook 4350.3
- Fair Housing and Customer Service training
- Knowledge of Ohio Tenant/Landlord Law helpful

## PROPERTY MANAGER

### **Knowledge, Skills, and Abilities**

Must pass drug screen, employment reference, and criminal history background check.

Must be proficient in Microsoft Word and Outlook, and working knowledge of Excel.

Ability to become proficient in LMHA computer software.

Ability to pass tests to gain access to and maintain certification in HUD's EIV system.

Possesses and/or able to acquire knowledge of HUD regulations, particularly relating to public housing occupancy and the Public Housing Assessment System (PHAS).

Ability to read, interpret and implement HUD regulations and guidance related to the job.

Ability to interpret and explain policies and/or procedures to help others understand and implement.

Knowledgeable of basic budget and financial reports sufficient to assess the financial performance of the project and explain reasons for variances in monthly budget report.

Knowledgeable about Fair Housing and non-discrimination requirements.

Ability to solve problems on a daily basis.

Ability to work with and serve a diverse population and relate to individuals at all socio-economic levels.

Ability to pay attention to detail and work accurately on a consistent basis.

Possess mental acuity to make rational decisions through sound logic and deductive processes.

Ability to communicate effectively with the HUD personnel, general public, vendors, and coworkers.

Ability to explain reasoning for actions taken and be able to document clearly such reasoning in writing.

Ability to meet/exceed the expectations and requirements of internal/external customers.

Requires a high degree of motivation, self-direction, and the ability to operate independently with little supervision.

Ability to maintain confidentiality.

Must be accountable for the performance of the assigned staff, and maintain an expectation for success.

Requires strong leadership and supervisory skills.

Exhibits a comfort level of working in a fast-paced environment and able to prioritize multiple tasks with frequent interruptions.

Requires excellent organizational skills.

Skill in supervising, training, and orienting staff.

Requires the ability to use office equipment such as a computer, fax, calculator, copy machine, multi-line telephone systems.

Ability to speak, read, and/or write Spanish a plus, but not required.

## PROPERTY MANAGER

### **Physical Demands/Work Environment**

Physical Qualifications: 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 individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to sit, talk, see, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer. The employee must be able to walk the grounds and drive a vehicle in all kinds of weather. The employee is frequently required to stand and walk; ascend and descend stairs; reach with hands and arms; climb, balance, kneel, bend, stoop, crouch or twist; finger, grasp and handle objects. The employee must occasionally lift, push, pull, and/or move up to 30 pounds, up to 20 pounds frequently.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate with typical office sounds and conversations of others able to be heard throughout the office area. In some environments, sounds of machinery and equipment may be heard and smelled. Work is performed in a typical office environment with frequent exposure to dirt, dust and outdoor temperatures.

### **ADA/EEO Compliance**

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.