



Property Management Specialist I

Effective: 9/27/2021

DEFINITION/PURPOSE:

Perform a variety of administrative and clerical tasks related to property management programs for Housing Authority owned property units, to collect rents and issue receipts, and to perform a variety of tasks involved in processing applications, processing rents, re-examinations inspections, and related activities.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from other clerical classes by the requirement for more detailed knowledge of housing programs, their requirements, and the application of those requirements to individual applicant and client circumstances. It differs from the classifications of Property Management Supervisor and Property Management Specialist II by the latter's responsibility for oversight of multiple programs and facilities, accountability for the results in the provision of services at Authority facilities, and the exercises of initiative, independent judgment, and discretion in performing duties, delegations, and special assignments.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct and immediate supervision from a Property Management Supervisor.

The classification exercises no supervision over other Authority employees; however, may provide direction to clerical employees, as assigned.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Perform a wide variety of administrative and clerical tasks including data entry and retrieval, word processing, typing, proofreading, filing, and maintenance and up-dating of tenant files and records related to property management programs for Authority owned properties. Work with the public in person and on the telephone.
- Respond to requests and complaints from tenants. Notify maintenance personnel of damages. Prepare work orders for needed maintenance work and repairs. Conduct inspections of repair

and maintenance work completed. Note needed repairs and determine responsibility for unit damage. Prepare related reports.

- Conduct annual and interim eligibility examinations to verify the continued eligibility of residents. Verify income, asset information, criminal background, and references. Assess eligibility, continued eligibility, utility allowance changes, and program compliance. Decline clients based on housekeeping or criminal history. Prepare and process the required paperwork for certifications and re-certifications.
- Counsel and assist residents with problems related to their housing. Assist residents in finding outside community services or resources to meet their respective needs.
- Collect rent and delinquent payment from tenants and record account transactions. Prepare and issue miscellaneous charges and late rent notices.
- Prepare correspondence and various reports on programs and operations to which assigned.
- Show housing facilities to prospective residents. Explain housing programs and policies. Ensure the adherence to guidelines and procedures and enforce lease agreements.
- Conduct home visits, annual inspections of housing units, and routine move-in and move-out inspections. Instruct tenants on unit maintenance rules and techniques.
- Travel to assigned housing facilities. Monitor the condition of assigned facilities, including units, systems, and facilities and grounds.
- Check parking lots to ensure that those parked there have appropriate stickers. Issue warning notices and initiate vehicle removal.
- Conduct investigations of possible program abuse or fraud, and present findings to the supervisor.
- Participate in the preparation for tenant eviction.
- Attend and participate in professional group meetings.
- Respond to general inquiries and complaints from tenants, owners, Authority staff, and the public; resolve issues in a timely manner; provide resource information and referrals. Screen and route calls to appropriate personnel, as necessary.
- Discipline facility caretakers.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The use of personal computers and various Windows-based applications programs. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Modern office procedures, business mathematics application, and statistical record keeping methods. Principles of business letter writing and basic report preparation. \

Common administrative terminology and standard Authority correspondence and report format. Application of filing, indexing, and cross-referencing methods. Operation of standard office equipment. Basic Authority organization, rules, and regulations, including housing program principals, policies, and procedures. General knowledge of pertinent Federal State, and local codes, laws, and regulations.

Ability to – Operate a personal computer using various Windows-based applications programs, including Word and Excel. Independently prepare correspondence on department-related matters. Make mathematical computations using business math. Properly explain departmental and/or Authority activities, policies, and procedures. Deal diplomatically and sensitively with clients, other agency representatives, and the general public. Establish and maintain effective working relationships with those contacted in the course of work. Respond to requests and inquiries from the public. Maintain confidentiality. Prepare clear and concise reports and otherwise communicate clearly and concisely in both oral and written English. Work independently in the absence of supervision. Understand and implement oral and written instructions. Operate a two-way radio. Follow policy and adhere to procedures. Learn pertinent Federal, State, and local codes, laws, and regulations. Maintain the mental capacity to make sound decisions and the physical condition appropriate to the performance of assigned duties.

Licenses and Certificates – Possess and maintain an applicable California Driver License and a driving record acceptable to the Authority. Possession of Tax Credit Certification is preferred. If the candidate/employee is not tax credit certified, successful completion of a tax credit certification course will be required within 6 months of employment.

Physical Abilities and Work Environment – The employee must be able to sit or stand for lengthy periods of time in both indoor office and external housing environments. Drive from site to site. Must climb, stretch, bend, and lift up to 25 – 50 lbs. Have manual dexterity enabling manipulation of a telephone, keyboard, and other office equipment.

Other – Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Department of Homeland Security.

- Bilingual fluency in English and Spanish is desirable; however, may be required for specific positions.

- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities is:

Experience – Three (3) years of full-time, increasingly responsible clerical/administrative experience in a position requiring extensive public contact, including one year in a property management environment.

Education – Graduation from an accredited high school or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an associate degree, or completion of two full academic years of training from an accredited college or university with a major in business administration, social sciences, or related field, is desirable.