



<b>EMPLOYEE:</b>	<b>JOB TITLE: ASSISTANT PROPERTY MANAGER</b>	<b>REPORTS TO: PROPERTY MANAGER</b>
<b>PROPERTY:</b>	<b>EFFECTIVE DATE:</b>	<b>STATUS: NON-EXEMPT</b>

**POSITION OBJECTIVE:**

Under the direct supervision of the Property Manager, the Assistant Manager is responsible for assisting the Property Manager in the overall operation of the property, day to day implementation of policies, procedures and programs that ensure a well-managed, well-maintained building; maintains acceptable occupancy level and develops a supportive environment for all residents. The Assistant Manager must also establish and maintain effective working relationships with onsite support services staff and must relate well to people, exercise good judgment and discretion in dealing with residents, visitors, vendors, support services and staff. In the absence of the Property Manager is required to provide leadership in developing a community and in directing the staff.

**GENERAL DESCRIPTION-ESSENTIAL FUNCTIONS ( KEY JOB RESPONSIBILITIES AND ACTIVITIES)**

- Manages the day-to-day administration of the property office:
  - Ensure the office is clean, professional and in a well-organized manner;
  - Answer telephones; and
  - Sort, distribute, open and answer mail daily.
- Assists in managing tenant relations:
  - Ensure efficient and courteous response to all tenant requests;
  - Respond promptly to tenant complaints and incident reports;
  - Maintain congenial relationships with all tenants;
  - Provide competent conflict resolution; and
  - Understand and is sensitive to cultural background, economic status and those with special needs.
- Assist in ensuring consistent application of property rules and regulations, lease and lease addendums and documents and reports all violations.
- Assist in ensuring security of the building:
  - Respond promptly to building emergencies and resident crises; and
  - Report any unusual or extraordinary circumstances regarding the residents or the property.
- Assist the Property Manager with the marketing of vacant units in accordance with an approved marketing plan which considers all federal, state, local and regulatory requirements.
- Assist the Property Manager in maintaining property wait list and processes applications in conformance with compliance regulations which includes screening, interviewing and processing applicants to fill building vacancies.
- Collects rent and accounts for monies collected:
  - Prepare bank deposits;
  - Ensure timely collection of subsidy and tenant receivables;
  - Submits vacancy loss reimbursements;
  - Enter payments into YARDI; and
  - Monitor tenant receivables.
  - Monitor building expenditures and prepare payables for approval by Property Manager.
- Prepare recertification of residents by:
  - Interviewing residents,
  - Obtaining appropriate documentation and completing certification, and
  - Submit to Property Manager for initial approval.

- Meet regularly with resident services staff with Property Manager. Work collaboratively with service coordinator to organize resident celebrations and events.
- Attend and participate in professional activities, meetings, organizations, regulatory agency meetings or inspections, as needed.
- Manage resident evictions and stipulations in compliance with court order as directed by Property Manager.
- Responsible for the inventory and order necessary administrative supplies and equipment.
- Assist in submitting required internal and external reports.
- Maintain files, records, rental agreements and other documents.
- Schedule maintenance repairs, generate and file completed work orders and follow-ups, as appropriate.
- Assist in resident move-in/move-out procedures and unit inspections.
- Maintain a businesslike and professional appearance.
- Be available by cell phone for emergencies.
- Assist the Property Manager with special projects and administrative tasks.
- Other duties as assigned.

### **SKILL SET ( *REQUIRED SKILLS AND OTHER FACTORS FOR JOB SUCCESS* )**

- Ability to work with, and sensitivity to, a diverse, low-income, multi-ethnic population
- Ability to work independently and exercise own judgment in problem-solving
- Effective verbal and written communication skills
- Ability to respond appropriately in pressure situations; possess an even temperament and strong interpersonal and people skills

### **WORK/EDUCATION EXPERIENCE REQUIREMENTS ( *REQUIRED EXPERIENCE, EDUCATION AND TRAINING* )**

- Associate degree, certificate of completion from a trade school and/or one or more years of related experience and/or training or equivalent combination of education and experience.
- Experience working with conflict resolution, crisis intervention and resident relations
- Demonstrated knowledge on Microsoft Office programs such as Word, Excel and Outlook are essential. YARDI Software knowledge a plus
- Have combination of skills that demonstrate familiarity with the general management of subsidized housing programs
- Knowledge of senior and low income family issues

### **PREFERRED QUALIFICATIONS**

- Prior experience with nonprofit residential property management
- Tax Credit Specialist, Certified Occupancy Specialist designations and/or equivalents is a plus
- Second language ability

### **AT-WILL EMPLOYMENT**

- Employment with Trillium is at will. This means that both Trillium and Employee have the right to terminate the employment relationship at any time, with or without advance notice and with or without cause.
- The first 90 days of Employee's employment will be considered an introductory period. However, this introductory period will not alter or modify the at-will nature of the employment.

**TRILLIUM POLICIES AND PROCEDURES**

- Employee will be provided a copy of the Trillium Employee Handbook and must adhere to all applicable policies, procedures and code of conduct contained therein.
- At the start of Employee’s employment with Trillium, Employee will be provided information on benefits available to Employees holding this position.
- Employee is expected to act professional in all interactions with co-workers, third-party vendors and/or residents.
- Employee is required to arrive to work on-time for each scheduled shift.
- In the case of an emergency, Employee is required to contact his/her manager or supervisor at least 30 minutes prior to Employee’s start time if Employee is going to be late or absent from work.
- Excessive tardiness or absenteeism will subject the Employee to disciplinary action, up to and including termination.
- Employee is required to maintain a timesheet for all hours worked and submit the timesheet to Employer on a semi-monthly basis. The timesheet must accurately reflect all hours worked by Employee, including all overtime hours.

**MEAL AND REST BREAKS**

- For every five (5) hours worked on any single day, Employee shall have an off-duty, unpaid meal period of at least thirty (30) minutes. Employee must record all meal periods on Employee’s timesheet.
- Employee shall take a paid rest period of ten (10) minutes for every four (4) hours worked on any day.
- When Employee’s work period of not more than six (6) hours will complete the day’s work, Employee’s meal period may be waived at Employee’s sole discretion.

**OTHER**

- If at any time Employee is unable to comply with any of the requirements outlined above, Employee must immediately notify his/her supervisor. Failure to do so may result in disciplinary action, up to and including termination.

**Limitations & Disclaimer: This job description is intended as a summary of the primary responsibilities of and qualifications for this position. This job description is subject to change at management’s discretion and is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future. Employee acknowledges that he/she has reviewed this document and understands the duties and expectations of the position.”**

EMPLOYEE SIGNATURE:	DATE:
SUPERVISOR SIGNATURE:	DATE:
HUMAN RESOURCES SIGNATURE:	DATE:

**PHYSICAL JOB REQUIREMENTS - ASSISTANT PROPERTY MANAGER**

Essential Activities – Please check those activities that are essential functions of the position (the core purpose of the position):

1. Body Movements

- Lifting weight  0-40 lbs
- Lifting frequency  Frequently
- Bending/pushing  Frequently
- Reaching overhead  Frequently
- Pulling loads  Occasional
- Kneeling  Frequently
- Climbing ladders  Occasional
- Climbing stairs  Frequently
- Wrist torquing  Occasional
- Gripping  Occasional
- Driving Hours at a time: 2 Total Hours: 4

2. Repetitive Hand Motion

- Keyboarding/typing  Frequently
- Gripping/clicking mouse  Frequently
- Collating  Frequently
- Stapling  Frequently
- Telephone  Frequently

3. Visual and Auditory Acuity

- Accurate color perception
- Accurate depth perception
- Ability to hear emergency communications over telephone

4. Physical Hazards

- Ladder >10 ft  Elevated work surfaces  Confined spaces
- Paint/lacquer  Electrical <120 V  Electrical 120–600 V
- Pressure and vacuum

EMPLOYEE SIGNATURE:	DATE:
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