



HOUSING AUTHORITY OF WASHINGTON COUNTY

319 East Antietam Street, 2nd Floor, Hagerstown, MD 21740

(P) 301.791.3168 (F) 301.791.2755 www.hawcmd.org

Assistant Property Manager

FLSA Status: Exempt
Job Status: Staff
Department: Property Management
Reports to: Property Manager

Summary

The Assistant Property Manager is responsible for assisting the Director of Property Management in all aspects of the property management and maintenance department. The Assistant Property Manager must be able to step into the Property Manager role in their absence. Their duties include communicating with tenants on a multitude of issues, collaborating with members of the property management and maintenance departments as well as various departments throughout the agency.

This position is housed at the main office but may report to all locations as needed to meet the needs of the position.

Duties and Responsibilities

This position will perform the following:

Leasing & Marketing

- Assists in monitoring unit availability.
- Supports in communicating vacancy status to Executive Director, finance department, maintenance department and Housing Choice Voucher staff through the "Vacancy Tracking" report on a weekly basis.
- Utilizes waiting lists to identify prospective tenants.
- Interviews prospective tenants with the Safety Manager to confirm eligibility and suitability prior to officially offering the unit with the support.
 - Requests background check and landlord reference from Verification Clerk.
 - Confirms income and asset information as required for specific program.
- Shows properties to prospective tenants.
- Maintains notes in database for each applicant interaction.
- Communicates changes to waiting list coordinator as identified through applicant interactions.
- Assists in advertising properties for which waiting lists are insufficient to fill vacancies.
- Fields calls from prospective tenants unfamiliar with our process and/or properties and provides information to assist them in determining if they should apply for our services.
- Performs move-in inspections.

Administrative

- Notifies maintenance of upcoming move-in to ensure unit readiness.
- Reviews move-in paperwork with new tenant and obtains necessary signatures.
- Reviews lease expiration dates monthly and initiates recertification process with the Verification Clerk, ensuring all re-certifications are completed prior to expiration date for program.
- Prepares and executes leases for new and existing tenants.

- Maintains required files for tenants and programs.
- Provides move-out instructions to tenants not renewing and provides the maintenance department with necessary information to schedule move-out inspections and turnover of units for re-leasing.
- Processes tenants move-outs in system and provides necessary documents to finance department for the timely return of security deposits.
- Ensures that yearly unit inspections are completed by the maintenance department and documented in system.
- Ensures compliance with tax-credit reporting, Department of Housing and Community Development audits, HOME Investments Partnership Program reporting, Rural Development compliance, Housing Choice Voucher program and agency policy and procedures to ensure compliance.
- Successfully complete Fair Housing training annually.

Financial

- Calculates rent for each unit according to the appropriate state and/or federal program on an annual basis.
- Collects security deposit and first month rent at time of lease signing and promptly provides to finance department for posting.
- Coordinates with finance department for default proceedings related to rent, damages, security deposits, and leases.
- Coordinates with Director of Property Management to assist in preparing the annual budget.
- Reviews and approves invoices pertinent to property management.
- Shares responsibility for the capital improvement budget with all departments with the supervision of the Director of Property Management and Maintenance.

Tenant/Resident Relations

- Provides orientation to new tenants to the property and their units during lease signings.
- Enforces and updates lease and tenant handbook guidelines, issuing violation letters as necessary.
- Provides input for quarterly newsletter to inform tenants of upcoming events or updates.
- Investigates and resolves tenant complaints and concerns in a timely manner with the support of the Director of Property Management and Maintenance.

Minimum Qualifications

Education

Bachelor's degree from an accredited college or university or comparable work experience.

Five years of prior property management experience.

TCS or COS certification desired.

Yardi experience desired.

Knowledge, Skills, and Abilities

- Written and oral communication skills.
- Comprehension and application of rules and policies.
- Ability to work independently and dependably.
- Ability to use Microsoft Office Products (Excel, Word, Outlook)

Physical/Work Demands:

May require lifting to 50lbs. Work is typically performed in a normal office environment; some duties may require lifting and carrying boxes of materials/supplies, climbing stairs, walking, and consistent use of a computer.

