



## **OPRC JOB SPECIFICATION**

**TITLE:** Senior Property Manager, Housing Programs

**JOB SUMMARY:** The Senior Property Manager, Housing Programs manages the building operations and housing programs, and coordinates all HUD compliance, reporting, and electronic submissions for three locations. (Mills Park Tower, The Oaks, and The Farrelly-Murriello Apartments.)

**SUPERVISOR:** OPRC President/CEO - OPHA Executive Director

**DIRECT REPORTS:** Property Managers (2) Assistant Property Manager (1) and Service Coordinators (2) *Under the guidance of the Senior Property Manager, Property Managers provide functional direction to Assistant Property Manager, Administrative Assistants (2), Maintenance Persons (2), Cleaner (1) and Property Assistants (2)*

**EXPERIENCE/TRAINING:** Undergraduate or Graduate degree in Public or Business Administration or closely related field and/or commensurate work and direct experience in managing subsidized housing, real estate management, property management and capital investment or any combination of the above which supplies the required knowledge, ability and skills.

### **GENERAL SKILLS:**

- Ability to understand, interpret, apply, and explain HUD and Public Housing Programs related policies, rules, and regulations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to compose and prepare meaningful, concise, and accurate reports.
- Proficiency in Microsoft Office Suite, YARDI Voyager as it relates to Affordable Housing and Public Housing programs, and HUD program software.
- Ability to communicate clearly and interact effectively and easily with co-workers, residents, the general public and local agencies.
- Ability to operate office equipment, including but not limited to personal computers, electronic calculators, and photocopier.

### **JOB RESPONSIBILITIES:**

- Oversight of project-based programs and building operations including budgeting, property management, capital investment and maintenance.
- Establishing operational goals and priorities for each building, implementing and directing protocols for achieving those goals.
- Establishing goals and priorities for housing programs related to each building, implementing and directing protocols for achieving those goals.
- In accordance with established procurement policies developing, preparing, negotiating, and securing contracts for services and projects.
- Compiling and coordinating documents for annual VOP Funding Request and Fund Reporting
- Compilation of data, coordination of documents, and development of submissions of PHA Annual Plan and PHA 5-Year Plan

- Compilation of data, coordination of documents, and preparation of annual budgets for all programs and buildings.
- Preparation and submission of all reports and applications related to HUD funding, including Capital Grant Program and Ross Service Coordinator.
- Representing the Oak Park Housing Authority and Oak Park Residence Corp. with other agencies and organizations.
- Working with HUD or HUD appointed contract administrators (e.g., National Housing Compliance etc.)
- Development, modification, and management of an annual activities calendar for each property and area of responsibility.

### Supervisory Duties

- Provide leadership, supervision, training and guidance to Property Managers, Assistant Property Managers, Service Coordinators, Administrative Assistant, Maintenance, Cleaner(s) and seasonal and/or temporary staff.
- Collaborate with Service Coordinators to ensure the provision and enhancement of services to tenants - provide organizational and policy guidance to Service Coordinators as needed.
- Conduct regular staff meetings – identify issues and/or opportunities – develop and implement appropriate actions.
- Regularly audit/review work of ALL staff at all buildings to ensure acceptable levels of customer service, quality and completion of work, and compliance with policies.
- Conduct annual reviews of all staff and make recommendations regarding training, advancement and annual compensation.

### Resident Engagement Duties

- Represent OPRC and OPHA as applicable all to residents, the MPT Resident Council, and other social agencies and organizations.
- Ensure that the annual Resident Advisory Board Meeting is scheduled and conducted in compliance with requirements for the submission of the Annual PHA Plan.
- Oversee implementation of social, recreational and educational activities for residents that promote and support independent living.
- Collaborate and support Service Coordinators in implementing needed services and programs.
- Ensure provision of comprehensive New Resident orientation including review of Resident Handbook.
- Ensure resident compliance with property rules and regulations. (Including those outlined in the Resident Handbook.)
- Ensure regular, consistent office hours in which residents can engage/meet with management staff to address issues or concerns.

### Management Duties

#### *Admission Cycle of Application Intake/Leasing*

- Coordinate admission cycle of application intake for all properties in a timely and thorough manner to ensure high occupancy.
  - Maintain and update waiting list.
  - Interview prospective applicants.
  - Qualify prospective applicants.
  - Execute leases with qualified applicants.
  - Coordinate move-ins, move-outs, and associated inspections.
  - Communicate and ensure compliance move-in and move-out procedures with both staff and residents.

### Marketing

- Act as chief marketer for the properties.
- Work closely with Marketing Manager on the branding of each building on OPRC/OPHA websites, and the development of advertising for local papers and social media.

### Facility Management

- Coordinate and ensure compliance with all state and local building codes and ordinances for all buildings.
- Coordinate and ensure compliance with HUD requirements for all buildings.
- Coordinate annual HUD inspections with maintenance and Property Manager to ensure full compliance and high performance. Follow-up as needed.
- Regularly audit maintenance requests, response time, and completion of work orders to ensure quality service.
- Ensure buildings are cleaned and maintained to a high standard & free of potential hazards.
- Coordinate pest control, elevator maintenance, etc. for all properties.
- Oversee parking waiting list, distribution of parking stickers & maintenance of detailed parking log.
- Administer and program Key System/Directory for all buildings.
- Be available for emergency calls.

### Accounts Receivable

- Oversee acceptance and recording of tenant rent payments.
- Oversee preparation of excel Tenant Payment Report
- Ensure accounting receives tenant payments for deposit.
- Oversee the collection of money (coins and bills) from laundry facilities at all buildings and forward to accounting for depositing.
- Request funds from HUD for the Housing Assistance Payments for tenants.
- Request funds from HUD for Service Coordinator compensation and related expenses.
- Review A/R delinquency reports ensure delinquency notices are sent to tenants.

### Accounts Payable

- Prepare operational A/P invoices for approval and payment.
- Oversee disbursements and reconciliation of Petty Cash account.
- Ensure timely preparation and transmission of security deposit transmittals to accounting for processing.

### Reporting

- Oversee preparation and completion of tenant Annual Re-Certifications, Interims and monthly HAP reports for all properties.
- Prepare monthly board reports for and attend monthly board meetings.
- Coordinate preparation of required HUD operational and financial reports for approval and electronic submission.
- Participate in the preparation and implementation of program, operating, and capital budgets for each building.

Other projects or duties that may be assigned by OPRC President and CEO/OPHA Executive Director

**Disclaimer:** This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of the Employer.