



Senior Building Property Manager Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Senior Housing Property Manager's main responsibilities are to collect rents, manage occupancy, schedule resident trips and events, and act as the dedicated services coordinator by directing the resident services programs, providing coordination of services with other agencies and service providers, and working with residents to identify their programmatic needs.

Responsibilities include, but are not limited to:

- Maintain building wait list for housing. Once notice has been placed by a current resident, PM will begin contacting future residents in a timely manner. *The goal is to have a vacant apartment turned and occupied in less than 30 days.*
- Once an application has been approved, PM will immediately secure with a deposit, schedule a move in date, provide a checklist prior to the scheduled date, and conduct a move in orientation the day of to guarantee (1) appropriate use and care of the home and (2) a detailed background of services offered company wide, and (3) conduct a needs assessment to identify resources needed. All date should be coordinated with maintenance and rental department staff.
- Schedule a move out walk thru with residents exiting the program. Notify maintenance to change locks and prepare exit paperwork for file.
- Collects all rent payments. Sends late notices on the 6th day of the month. Provide individual financial counseling and referrals to delinquent residents by the 20th. Refer accounts to attorney on the 30th.
- Promptly respond to rental disputes, balance inquiries, or other concerns within 24 hours.
- Ensure resident retention by addressing concerns and complaints, providing financial counseling, and referring residents to local agencies for assistance.
- Make sure residents and their guests comply with the regulations set forth in the Lease Agreement and House Rules.
- Maintain individual case notes related to the status of resident families, document special circumstances, and issues for residents' file.

- Conduct annual home visits to ensure resident is in compliance and maintaining a safe and sanitary environment.
- As the service coordinator, some of the duties include, but are not limited to:
 - Providing orientation to the community, building amenities, community services, transportation, etc.;
 - Assisting with the development of Spending Plan/Budget;
 - Providing instruction on householder skills and care of unit;
 - Coordinating regularly-held resident meetings, workshops, and events;
 - Arranging transportation to shopping and medical visits;
 - Scheduling health, wellness, and nutrition classes;
 - Coordinating enrichment classes such as seminars on health issues, prescription drugs, Medicare, the internet, etc.;
 - Coordinating with agencies that provide assistance with paying bills and balancing checkbooks;
 - Arranging for annual health screens on-site;
 - Coordinating exercise programs and activities;
 - Planning and scheduling monthly resident activities;
 - Promoting the use of the on-site fitness center, library, and hair salon;
 - Arranging access to a local food pantry or food pantry delivery;
 - Referring residents to other service providers when necessary;
 - Incorporating additional senior specific programs and identify opportunities for collaboration.
- Ordering building supplies as needed.
- Be available 24/7, by cell phone, in the event of building-related emergencies.
- Scheduling incoming requests from BH employees for use of the Community Room and coordinate key pick up and drop off.
- Using required Class E license, transport residents in the company van on scheduled field trip outings.
- Maintaining professional resident relationships.
- Maintaining adherence to all guidelines related to confidentiality.
- Performing other tasks assigned and deemed necessary to achieve overall goals of the department of Housing and Economic Development.

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- Minimum bachelor's degree or equivalent experience.
- Two year experience in LIHTC property management. LIHTC and Fair Housing certified.
- Minimum of two years experience working with seniors on an individual basis or other direct social service field.
- Excellent interpersonal and verbal communication skills.

- Ability to compose correspondence that is grammatically correct with accurate spelling and punctuation.
- Ability to work effectively in both individual and group settings.
- Working knowledge of Microsoft Office.
- Ability to acquire working knowledge of AppFolio Property Management software.
- Willingness to work some evenings and weekends and maintain a flexible work schedule.
- Must have valid driver's license and insurance. Class E license required within 30 days of employment.

Supervisor:

- Rental Housing Manager

Supervises:

- None

Salary and Benefits:

- Full-time salaried position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org by June 30, 2017. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.