



Property Manager Job Description

Overview: Beyond Housing is a nationally recognized community development organization that works to strengthen families and transform underserved communities to create a stronger, more equitable, and prosperous St. Louis region for all. 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 Property Manager provides comprehensive individual services to the families living in Beyond Housing homes (400+). The Property Manager's main responsibilities are to collect rent, process move ins and move outs, update utility and resident charges, and manage tenancy. The Property Manager will also coordinate with the Housing Resource Specialists to encourage housing stability, self-sufficiency, and goal attainment.

Responsibilities include, but are not limited to:

- Once an application has been approved, PM will begin to build a resident rapport by scheduling a move in date prior to the end of the month to ensure occupancy goals, provide a checklist prior to the scheduled move in date, and conduct a move in orientation the day of to guarantee (1) appropriate use and care of the home, (2) a detailed background of services offered company wide, and (3) resident expectations.
- Enter Notice to Vacate (NTV) by the 1st of the month, schedule a move out inspection by the last day of the month. Notify maintenance to change locks, prepare exit paperwork for file by the 5th of the month, and forward delinquent accounts to Collections after 30 days of move out.
- Enter rent payments into Appfolio software within 1 business day. Ensure accurate ledger entries. Charge late fees and send late notices by the 10th. Follow up with phone call to delinquent accounts by the 25th. Create Pay Agreement (PA) in order to avoid legal and/or refer resident to Housing Resource Coordination for Eviction Prevention Program (EPP) if needed. Refer accounts to attorney by the end of the month.
- Ensure resident retention by addressing concerns, rental disputes, balance inquiries, and complaints within 24 hours. Refer residents to Housing Resource Specialist for individual case management and referrals.
- Update resident charges and utility charges in Appfolio; Notify resident of said changes within 5 business days.
- Conducts a minimum of 20 home visits per month to ensure resident is in compliance and maintaining a safe and sanitary environment. Exterior home inspections completed monthly, especially during summer

months to ensure lawn maintenance. If additional counseling is needed, resident may be referred to the Housing Resource Specialist.

- Enforce lease and House Rule compliance. Document and follow up on violations.
- Assist with MHDC, STLCO, and SLEFI audits. Includes pre-audit home inspections, accompanying auditor for physical inspections, and noncompliance corrections.
- Actively engages residents to attend workshops, Town Hall meetings and other scheduled events.
- Assists Housing Resource Specialist in registering residents for scheduled events.
- Maintains professional resident relationships.
- Maintains adherence to all guidelines related to confidentiality.
- Performs other tasks assigned and deemed necessary to achieve overall goals and operate a successful Rental Housing department.

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:

- Bachelor's degree or equivalent experience preferred.
- Minimum two year experience in LIHTC property management 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 drivers license and insurance

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
- Salary - \$42,000.00

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org. This job will remain posted until it has been filled.

Beyond Housing believes that each individual is unique and we are committed to respecting the diversity of all individuals. We strive to move beyond simple tolerance, embracing and celebrating the differences contained within each of us, making us stronger as whole.

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.

ADA – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The Summary of Physical Requirements is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

Diversity & Inclusion Statement: At Beyond Housing, we are committed to promoting Diversity, Inclusion, and Equity throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.