

EMPLOYEE:	JOB TITLE: PROPERTY MANAGER II	REPORTS TO: REGIONAL MANAGER
PROPERTY:	EFFECTIVE DATE:	STATUS: EXEMPT

POSITION OBJECTIVE:

Under the direction of the Property Supervisor, the Property Manager II is responsible for the overall operation of 51-350 residential units of housing for low income disabled adults, families and seniors. The Property Manager oversees the day-to-day operations of the property. This includes maintaining within the project a supportive environment for all residents, assuring the project’s sound fiscal management, maintain a clean, well-maintained building and grounds, managing the onsite staff and their duties and interacting with and supervising vendors.

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

- **Compliance**
 - Maintain and adhere to Waiting List protocol in accordance to Trillium policy and procedures and applicable federal, state, local, and regulatory agencies
 - Review all completed rental applications and leases for accuracy and completeness, and for conformance to Trillium’s Tenant Selection Policy
 - Conduct unit tours and applicant interviews which include verifying potential resident income, in accordance with Trillium’s Tenant Selection Policy, and program requirements
 - Process, complete and maintain accurate resident files at move-in and at each recertification within established regulatory guidelines
 - Ensure compliance with regulatory requirements, which includes posting all licenses, permits, notices and occupancy permits required by federal, state and local jurisdictions; and preparation and submittal of reports in an accurate and timely manner
 - Responsible for program compliance, HUD and Tax Credit

- **Operations**
 - Monitor financial condition of buildings, including expenditures and participates in planning the buildings budget
 - Adhere to all accounting and reporting procedures required by Trillium
 - Manage the operations of the buildings which includes and is not limited to: supervision of Assistant Manager, Maintenance Technician, Maintenance Supervisor including any vendor or temporary personnel working at the properties and ensure completion and quality of product provided
 - Ensure consistent application of property rules and regulations, lease and lease addendum and documents and reports all violations
 - Perform annual or more frequent inspections of units and follow up with housekeeping letters, preparation of work orders and maintenance charge-backs to residents
 - Manage resident evictions in compliance with court order and directions from Trillium’s legal counsel and approved by the Property Supervisor
 - Supervise and schedule of routine and preventive maintenance and custodial work and complete regular follow up inspections on maintenance and custodial work
 - Ensure timely completion of work orders and turnover of vacant units
 - Walk vacant units regularly and when completed by maintenance personnel or vendors to ensure they are clean and ready to show and walk entire property daily to ensure the common areas, landscaping, laundry, etc. are in good condition

- **Operations (Cont.)**
 - Maintain an emergency plan to respond promptly to site emergencies and complete an incident report and forward to Property Supervisor within 24 hours of emergency
 - Attend and participate in professional activities, monthly community meetings, departmental meetings, organizations, regulatory agency meetings or inspections, as needed or requested
 - Ensure that all property staff at site understands and adhere to Trillium policies and procedures and respond to all resident requests or complaints in a timely, efficient and courteous manner
 - Delegates duties as needed
- **Revenue Management**
 - Maintain high level of occupancy for the program and project and ensure that all units are leased according to Trillium standards
 - Market units in accordance with an approved marketing plan which considers all federal, state, local and regulatory requirements
 - Collect rents and other monies; ensure that all transactions are processed and input accurately and completely in YARDI; and complete daily deposits of all monies collected
 - Review all delinquent accounts and resident receivables, and determine necessary course of action to collect outstanding balances in consultation with the Property Supervisor
 - Ensures that all rent collection policies are followed including service notices to pay rent
- **Human Resources**
 - Actively participates in assessment, development and disciplinary actions for all employees
 - Ensures that all employees are provided with a work environment free of any form of harassment
 - Ensure that all fair housing laws are followed by each member of the staff
 - Escalate all employee issues as necessary to ensure the needs of the properties are met
- **Customer Service**
 - Exercise common sense, good judgment, consistency and self-control in day-to-day contact with residents, employees, and prospective applicants and in other business-related matters;
 - Maintain amiable relationships with all residents, and adheres to Fair Housing, Equal Employment and Equal Housing Opportunity requirements
 - Attend and participate in monthly community meetings, resident meetings/parties/activities
 - Understand and is sensitive to cultural background, economic status and those with special needs

Perform other activities or tasks not outlined above as assigned by Property Supervisor to ensure the viable operation of the properties.

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

- Ability, sensitivity and willingness to work with a diverse, low-income, multi-ethnic population
- Sound judgment, excellent assessment, problem-solving and supervision skills
- Ability to work effectively in teams
- Dependability, initiative and follow-through
- Effective writing, communication and organizational skills.
- Ability to respond appropriately in pressure situations; possess an even temperament and strong "people" skills with a commitment to customer service
- Ability to effectively manage time and paper
- Ability to interact effectively with property management and other staff
- Professional demeanor with coworkers and residents
- Maintain a businesslike and professional appearance
- Customer service orientation

- Proven leadership skills
- Computer skills including (Microsoft Office, internet, Yardi, Adobe Professional) and 10-key experience
- Problem solving sensitivity, good judgment, patience, and ability to prioritize
- Strong interpersonal skills
- Must meet physical requirements attached

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

- Associate degree, certificate of completion from a trade school and/or three or more years of related experience and/or training or equivalent combination of education and experience
- 1 year minimum progressively responsible operations/management experience
- 1 year minimum supervisory experience
- Computer literate and proficient experience with Microsoft Word, Outlook and Excel
- Training and experience in multiple regulatory programs: HUD and Tax Credit programs
- Knowledge of residential property
- Strong organizational skills

PREFERRED QUALIFICATIONS

- Certified HUD or Tax Credit Specialist
- Familiarity with low income families and seniors
- Demonstrated knowledge and understanding of budget management and facilities issues
- Experience with use of YARDI property management software or comparable property management software
- Bilingual or second language ability in Korean, Chinese, Spanish

Note: HUD or Tax Credit Manager Certification is a preferred qualification at the time of hire. Upon hire all Property Managers must complete the HUD or Tax Credit Manager certification (depending on the site where they work) within the introductory period (first six months of employment).

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

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 - PROPERTY MANAGER II

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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