

Jurisdiction: Ithaca Housing Authority

Jurisdictional Class: Competitive

Adopted: 07/09/14

Revised: 06/14/17, 09/07/22

## **ASSISTANT PROPERTY MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for assisting with the daily management of public housing properties, including leasing, marketing, preparations for rentals of vacant units, inspections, coordination of preventive maintenance and emergency repairs, lease compliance by tenants and the resolution of tenant complaints. The incumbent also acts as a liaison with the Ithaca Housing Authority (IHA) tenant organizations at assigned housing developments. The incumbent is responsible for the review and verification of applications for admission to public housing units, and annual re-examinations for continued occupancy. The employee also performs a variety of services designed to foster or improve relationships between tenants and the Ithaca Housing Authority. The work is performed under the general supervision of the Director of Housing Operations or assigned supervisor. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Reviews and verifies applications for initial and continued tenancy in subsidized housing against eligibility criteria for housing programs; gathers information relating to eligibility determination by interview, telephone and related contacts; approves/disapproves applications;

Determines rent amounts in accordance with federal guidelines;

Prepares leases and executes lease agreements with prospective tenants; enforces terms of rental agreements;

Collects and deposits rent payments;

Recertifies tenants for continued eligibility for public housing or subsidized private housing based on income, credit and related financial criteria on a periodic basis according to HUD regulations;

Maintains a waiting list of eligible applicants for subsidized housing;

Shows housing units and amenities;

Initiates and completes vacate processes; coordinates move-ins, leases and transfers;

Provides orientation to new residents and ongoing education for current residents;

Documents, investigates and assesses tenant complaints and develops appropriate solutions;

Advises and counsels tenants with respect to lease compliance, personal, interpersonal, health and/or financial concerns; makes appropriate applicant and/or tenant referrals to human services agencies;

Conducts housekeeping and safety inspections and annual re-inspections of housing units according to established policies and procedures, including accompanying maintenance staff on vacates and damage inspections;

Follows-up on lease violations, health and safety, home visits, welfare checks, building, grounds or yard checks;

Receives and processes grievance hearing requests; gathers and prepares documentation for hearings; participates in hearings or grievance panels, and in court proceedings as required;

Researches and investigates possible fraud;

Assists with eviction proceedings as necessary;

Establishes and maintains files pertaining to tenant selection programs offered by the IHA; provides information regarding program purposes, eligibility criteria, housing availability, and related matters to applicants and participants in public housing programs;

Keeps abreast of changing laws, regulations and policies to perform related duties;

Participates in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining agency initiatives, goals, core strategies, and mission through a spirit of service, teamwork and respect;

Attends meetings, training and conferences related to position as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of the applicable Federal, State and local rules, regulations and guidelines governing eligibility for public housing programs; good knowledge of the modern methods and techniques of interviewing and information gathering; good knowledge of arithmetic, business English and composition; good powers of observation and critical inspection; ability to communicate effectively, both orally and in writing, ability to keep and maintain records; ability to analyze facts and information and apply them against established eligibility criteria, ability to read and understand moderately complex written information; ability to deal effectively with a broad range of people, ability to successfully work with and serve a diverse local community; ability to meet schedules and timelines of work independently in an environment of frequent interruptions; ability to effectively operate a computer and software applications as they pertain to property management duties; ability to maintain the confidentiality of resident information; accuracy; physical conditions commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Possession of a Bachelor's degree in Human Services, Psychology, Sociology, Education, Business Administration, or a closely related field with similar course curriculum; or
- B. Possession of an Associate's degree in Human Services, Psychology, Sociology, Education, Business Administration, or a closely related field with similar course curriculum and two (2) years of full-time paid experience, or its part-time and/or volunteer equivalent, working in a human service or community agency in a capacity involving the provision of direct program services to clientele; or
- C. Possession of an Associate's degree in Human Services, Psychology, Sociology, Education, Business Administration, or a closely related field with similar course curriculum and two (2) years of full-time paid experience, or its part-time and/or volunteer equivalent, working in rental property management or housing placement in a capacity which involves the approval, evaluation or coordination of rental agreements, leases, assessments of habitability or similar work; or
- D. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time and/or volunteer equivalent, working in a human service or community agency in a capacity involving the provision of direct program services to clientele; or
- E. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time or volunteer equivalent, working in rental property management or housing placement in a capacity which involves the approval, evaluation or coordination of rental agreements, leases, assessments of habitability or similar work; or
- F. An equivalent combination of training and experience as defined by the limits of (A) through (E) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

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**SPECIAL REQUIREMENT:** Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.