

Hoosier Uplands Economic Development Corporation

TITLE: Property Manager

STATUS: Non-Exempt

REPORTS TO: Director of Compliance

BEGINNING SALARY: To Be Determined

Qualifications: Degree Preferred, Reliable Transportation with Minimum Liability Insurance, Valid Drivers License

Knowledge Skill Set:

Good Written & Verbal Communication, Strong Organizational Skills, Excel & Word Proficient, Strong Math Skills, Attention To Detail

Working Conditions: Office Setting, M-F

Physical Effort: Daily Computer Use

DUTIES & RESPONSIBILITIES:

Rent Collections (to include)

- Accepting rent payments and writing receipts
- Making sure tenants stay current on rent, following process in place if they do not.
- Making copies of checks and deposit tickets
- Making bank deposits
- Sending copies to fiscal and filing copies at property site
- Charging and Receipting Rents in YARDI.

Maintain Monthly AR report (to include)

- Tracking all rent payments and who owes money, (back rent, deposits, pet fees)
- Sending a monthly report (late rent) to Angela by the first working day after the 10th of the month (rent is considered late on the 10th)
- Taking appropriate action for non -payment of rent, (offer a payment agreement then eviction)

Recertification's (to include)

- Tracking all recertification dates and sending proper notices (30, 60, and 90 day)
- Gathering all documentation and filling out TIC entirely.
- Upload to Yardi notify Angela for review.

File maintenance (to include)

- Keeping all files in the same order and filing all tenant documents and communications

Property Lease Up (to include)

- Maintaining a proper waiting list and processing applications as vacancies become available. If you have vacancies and applications an application should be processed immediately and should not take more than two weeks.
- Submit weekly occupancy report to Angela by 9 am Monday mornings.
- Entering tenant information into Yardi including file upload for review by Angela.

Leasing units and processing applications (to include)

- Conducting move in-move out inspections
- Lease preparation and signing of all documents
- Collection of security deposit and rent
- Explanation of property rules, housekeeping, and pet policies etc

Maintenance Requests (to include)

- Filling out request forms in Yardi (print for maintenance if necessary).
- Making sure maintenance staff are aware and filling request.
- If a request is for anything in the unit that has a warranty then the request needs printed and filed by apartment number. (This is to include vacant apartments)
- Weekly walk through of property and maintenance report to Angela

Pest Control (to include)

- Conduct monthly walk through with pest control person—noting any failure to comply with housekeeping, property rules or pet policies
- Addressing any issues as necessary

Tenant Communications (to include)

- Fielding all tenant complaints in an appropriate, sympathetic, and confidential manor; keeping in mind to avoid “he said, she said” arguments. If there isn’t an impartial witness, then both parties are written up or no one is written up without discussing the situation with housing director.
- We should try to help people when possible without being taken advantage of. Enforcement of property rules and pet policies is essential to the safety and welfare of all tenants. You have the option to verbally warn someone but if you want to act on it then it should be put in writing.
- Policy guidelines are: Follow Eviction Prevention Plan.

- For rent situations:
 - As soon as someone doesn't pay rent, they should be offered three monthly payments to catch up.
 - If they don't keep the agreement along with paying their regular rent on time, then the eviction process should begin.
- Everyone at every complex should be treated the same; follow the same rules and have the same options to rectify the situation.
- Practice Fair Housing ALWAYS.

Other responsibilities as assigned by Housing Director.