



PROPERTY MANAGER

Job Description

We are currently seeking a Property Manager to join our team! The mission of the Waukegan Housing Authority is to promote adequate and affordable housing, economic opportunity, and a suitable living environment free from discrimination for low-income, very low-income families, persons with disabilities, or the elderly. The Authority provides both family and elderly housing, Section 8 housing, and a youth and family services program.

The person in this position will manage site operations at assigned HUD Public Housing rental properties. Responsible for all activities to ensure that assigned properties are operated in an efficient, cost effective manner while providing high quality, well maintained housing to residents. May perform work in various locations as needed and assigned. Evening, on call and weekend work may occasionally be required.

Duties include, but are not limited to: collecting rents and other charges; follow-up on delinquent accounts; day-to-day maintenance of physical properties; resident relations; and establishment of liaisons with agencies or organizations supplying services to the projects and residents. Work requires the exercise of mature, independent judgment, tact in dealing with all types of people in stressful situations, thorough knowledge of pertinent Authority policies and the Department of Housing and Urban Development regulations, as well as state and federal laws regarding evictions. Work is reviewed primarily through conferences, review of reports and evaluation of results obtained.

Duties and Responsibilities

Under the general supervision of the Director of Public Housing Operations, perform or provide oversight to a wide variety of supervisory and technical tasks depending on the portfolio composition.

Work in a highly collaborative, team environment with main office staff, property managers, maintenance staff, resident outreach, and contractors.

Process new move ins and move outs.

Responsible for managing and communicating unit transfers. Answer tenant re-certification questions as needed to help ease tenants with transition.

Upon admission, conduct lease orientation to clearly explain all the provisions of the lease, policies, explain maintenance charges, obtain signature, give originals to main office.

Communicate maintenance needs for all buildings, units and grounds and enter into the work order system.

Conduct annual and special unit inspections as well as unit turnarounds and showings.

Investigate and respond to requests or concerns from residents in a timely and efficient manner.

Maintain and submit required reports in a timely manner in compliance with state and federal requirements.

Monitor conduct of residents to ensure compliance with rules, regulations, and lease; maintain written records, and report occupancy violations, disturbances and other infractions.

Regularly check grounds and common areas to ensure there are no safety hazards.

Enforce and process lease violations in accordance with PHA lease and ACOP.

The person in this position will also be responsible for evictions and coordinating with legal counsel in accordance with PHA's grievance policy.

Work with Resident Outreach Coordinator and participate in special events and activities as necessary.

Answer questions and assist residents with information on programs or services available to them and/or refers to the appropriate resource or agency and maintain ongoing communication with residents.

Responsible for Rent Collection and issuing late fees.

Distribute notices such as Late Notices, Demand for Rent & Eviction Notices

Education and Experience

Bachelor's Degree in Business, Social Services, or related fields or equivalent and a minimum of five (5) years of experience in housing management. Proven experience in the field of low and moderate-income housing management, thorough knowledge of housing management practices, principles, philosophies, and policies. Or an equivalent combination of education and experience to meet the required knowledge, skills and abilities.

Independent decision making skills and experience handling and resolving problems using skills gained through social work, community organization work or similar types of experience is required. Ability to maintain effective relationships and analyze situations to identify problems, offer solutions and communicate with different people in a wide variety of situations. The successful candidate should be mission-driven, able to maintain the strong values of PHA and to seek creative solutions to problems in a positive, team-oriented and judgment free environment.

Demonstrated knowledge of the Public Housing Lease and the Admission and Continued Occupancy Policy (ACOP), the standard administrative guidelines to property management which governs public housing policies. Familiarity with applicable local, state, and federal laws and HUD regulations. Training in Public Housing Occupancy and Leasing and Tax Credit or Asset Management is a plus. Excellent computer skills working with complex databases, Microsoft Office, Word, and Excel is also required. A valid driver's license is required.

Special Requirements

Ability to be certified as a Public Housing Manager within the required time. Must have a valid State of Illinois vehicle operator's license. Must be bondable.

Salary

\$40,000 - \$45,000

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing and may include a pre-employment medical exam.

HOW TO APPLY AND APPLICATION DEADLINES

Applications will be accepted until the position is filled.

Please mail, e-mail or hand deliver your application and resume to the address below.

Email to: crodney@waukeganhousing.com, **Fax:** 847-625-4627. No phone calls please

Mail to: Waukegan Housing Authority
Human Resources Department
215 S. Martin Luther King Jr. Ave.
Waukegan, IL 60085