

**Worcester Housing Authority
630A Plantation Street
Worcester, MA 01605**

POSITION TITLE: Property Manager

DEPARTMENT: Property Management

STATUS: Exempt

SALARY: \$70,000 - \$80,000/year depending on experience

POSITION SUMMARY:

Under the direction of the VP of Property Management, the Property Manager oversees multiple WHA developments and a portfolio of approximately 500-600 apartment units to ensure decent, safe, and affordable housing for WHA residents. The Property Manager ensures resident and staff compliance with rules and regulations, supervises employees, provides effective solutions to problems, and proactively manages the day-to-day operations of the properties and office. This is a full-time, onsite (not remote) position, Monday through Friday, 8:00 a.m. – 4:30 p.m. Occasional work outside of normal business hours may be required. The WHA provides a robust benefit package including health, dental, vision, disability, and life insurance, as well as pension, additional retirement savings, and generous paid time off earnings.

ESSENTIAL FUNCTIONS:

1. Interviews prospective residents and shows apartments.
2. Collects rents and other resident charges.
3. Manages the office finances, including reviewing and approving financial transactions; ensuring that bank deposits are prepared and deposited; service charges and legal fees are collected and accounted for; and that appropriate records are maintained.
4. Enforces lease provisions, including drafting and conducting informal conferences, issuing termination notices, attending court hearings and assisting the Legal Department as requested.
5. Monitors tenant recertification and reviews all continued occupancy forms to ensure accuracy and completion.
6. Makes periodic visits to and inspections of apartments to ensure proper housekeeping practices are observed and followed.
7. Conducts grounds inspections and night management walks as assigned.
8. Identifies, calculates and processes fraud/unreported income.
9. Monitors, reviews, and approves the write-off process.
10. Inspects vacated units to confirm proper maintenance completed for unit turnover.
11. Supervises staff, including training, performance management, and creating a positive work environment where employees can succeed and thrive.
12. Prepares annual budget, including gathering and compiling cost estimates and charges to support budget documents.
13. Attends meetings as requested with various associations and groups to discuss problems and exchange information related to housing and resident needs.
14. Schedules pest control activities and monitors garbage pick-up performance to ensure sanitary conditions are maintained appropriately.

15. Completes and/or approves rent adjustments, conferring with residents on any discrepancies or concerns.
16. Prepares a variety of periodic reports for submission to management.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. College degree preferred; high school diploma (or equivalent) required.
2. Minimum of five (5) years' experience in a property management office preferred.
3. Three (3) years' experience managing staff; demonstrated leadership skills.
4. PHM certification preferred (or ability to obtain once hired).
5. Demonstrable understanding of the laws and regulations governing state and federal housing programs, particularly those relating to leases and landlord-tenant relations.
6. Ability to read and interpret complex policies and regulations and communicate them effectively to others.
7. Ability to multi-task, manage priorities independently, and work effectively in a busy office environment.
8. Exceptional customer service skills; ability to respond professionally and courteously to clients and staff at all times.
9. Excellent computer skills, specifically in Word, Excel, and Outlook.
10. Ability to read, write, type, speak, and understand English well. Bilingual (English/Spanish) candidates preferred.
11. Strong analytical skills; ability to create, review, maintain, and analyze data.
12. Basic math and budgeting skills; knowledge of financial management practices.
13. Level-headed and resourceful under pressure; ability to apply good judgment to negotiate and mediate disputes.
14. High level of ethics, values, integrity, confidentiality, and trust.
15. Ability to be relied upon to be available for work.