



A MULTI-PURPOSE SOCIAL SERVICE AGENCY

1355 3rd Avenue Chula Vista, Ca 91911 (619) 426-3595, Fax (619) 426-3443

JOB ANNOUNCEMENT

DIVISION: HOUSING & REAL ESTATE DEVELOPMENT

OPENS IN-HOUSE/PUBLIC:

February 5, 2010

JOB TITLE: PROPERTY MANAGER II

CLOSES IN-HOUSE/PUBLIC

February 19, 2010

DESCRIPTION

Under general supervision, the Property Manager II performs a variety of duties involving the managing and caretaking of MAAC managed residential sites, facilities and grounds; reviews rental applications, interviews applicants and runs credit checks; collects, sorts, posts and deposits rent receipts; conducts biannual unit inspections; enforces MAAC policies and lease compliance at residential sites; performs annual re-certifications; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Property Manager II's are exempt, at-will, employees responsible for managing and overseeing the day-to-day operations of MAAC managed properties to ensure units are leased and facilities and grounds are maintained and operated in an efficient and safe manner. Duties and responsibilities are carried out with independence, within a framework of policies, guidelines, procedures and standards. The work of this position involves considerable contact with applicants, tenants, contractors, vendors and others, and incumbents are on 24-hour call.

The Property Manager II is distinguished from Property Manager I by the incumbents' responsibility for managing and overseeing larger and/or properties with complex operational issues and has contact with a larger number and/or more diverse tenant population.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Oversees and manages the day-to-day operations of MAAC managed properties; oversees the activities of property maintenance and office support staff; works with maintenance staff to ensure proper upkeep of property units, common areas and grounds; monitors property budget and tracks expenses; maintains wait lists and ensures maximum occupancy; conducts re-certifications, biannual inspections and move-out/move-in inspections of residential units; maintains tenant files and maintenance, compliant and rent/deposit logs; ensures property meets all requirements of local, state and federal regulatory agreements; delivers general and special notices to residents and posts official notices; conducts market surveys.
- Performs a wide variety of property manager duties for an assigned residential site; shows vacant units to potential residents; accepts and reviews rental applications; runs credit checks and processes credit reports; verifies employment and checks references; interviews and approves applicants; conducts new resident orientations; collects rents, posts into computerized system, and makes bank deposits; contacts tenants to collect overdue rent; serves notices to tenants regarding past-due rent and issues non-payment of rent notices; serves eviction notices.
- Enforces MAAC policies and rules at residential sites to ensure resident safety and peaceful occupancy; ensures tenant and visitor compliance with property policies and rules; ensures resident compliance with lease provisions; follows up on and reports lease violations and collections issues to the appropriate staff; receives security reports and determines appropriate action; investigates unusual or suspicious occurrences; receives and resolves tenant complaints.
- Responds to tenant maintenance requests and inspects residential units to identify needed maintenance and repairs; schedules work orders; regularly patrols residential sites and related facilities to observe safety,

security or maintenance problems; takes action to resolve any irregularities or maintenance issues. Coordinates the work of contractors and vendors; schedules vendor services to prepare units for new residents; monitors vendor activities to ensure effectiveness; reviews and submits vendor invoices for payment.

- Maintains a variety of standard office and specialized records and files; prepares a variety of computerized logs and files; summarizes information and prepares required reports.

OTHER DUTIES

Coordinates with Community Development staff for various resident activities, after school programs, resident meetings, and may participate in community building workshops and/or organizations to promote and advocate MAAC's mission.

QUALIFICATIONS

- High school Diploma or GED equivalent certification
- Two-four years of prior Property Management experience.
- Knowledge of regulations, policies and procedures for federal, state and local housing laws and regulations.
- Strong understanding of the Low Income Housing Tax Credit Program and other government housing programs.
- Basic knowledge for dispute resolution and mediation techniques applicable to areas of assigned responsibility.
- Strong customer service etiquette and techniques.
- Knowledge of office practices and procedures, including record keeping.
- Familiarized with computer applications related to the work such as Excel, MSword, and others including property management software.
- Knowledge of principles and practices of sound business communication.

Ability to:

- Organize work, set priorities and exercise sound judgment within areas of responsibility, consistent with applicable rules, regulations, policies and procedures.
- Understand, interpret, explain and apply regulations, policies and procedures governing the management and oversight of residential housing units.
- Organize and maintain residents and business files.
- Communicate clearly and effectively orally and in writing.
- Understand and follow written and oral instructions.
- Prepare clear, accurate and concise records and reports.
- Handle client interactions with courtesy, tact and sensitivity to the issues involved and defuse situations that become highly emotional and volatile.
- Deal effectively with a highly diverse client group.
- Operate computers and other standard office equipment.
- Establish and maintain effective working relationships with MAAC management, staff, residents, vendors, contractors and others encountered in the course of work.
- Speak English and Spanish.

Education, Training and Experience:

Property Manager II:

Requires graduation from High School or a GED equivalent and at least three years of responsible property or apartment management experience; or an equivalent combination of training and experience.

Licenses,Certificates; Special Requirements:

Must have and maintain throughout employment a valid California Driver's License and daily use of a personal, insured automobile.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and information; analyze and solve routine problems; observe and interpret situations; perform basic arithmetic calculations; learn and apply new information or skills; work under established deadlines; and interact with MAAC management, staff, residents, vendors, contractors and others encountered in the course of work, including individuals who may be upset, dissatisfied and/or quarrelsome.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet. Employees occasionally work in outdoor conditions.

SALARY:

Salary range \$25,800 – \$29,800 (commensurate with experience). This at-will, exempt position is eligible to receive full benefits, including medical, dental, and vision plans for the employee plus eligible dependents.

ADDITIONAL REQUIREMENTS:

HEALTH STATUS

Must have a pre-employment physical examination; such exam and clearance must occur within seven (7) days of hire for new employees.

BACKGROUND CLEARANCE

Prospective employees are subject to a background, credit and reference check, fingerprinting and a criminal background check clearance.

SELECTION PROCEDURE: Apply online at <http://www.maacproject.org/Employment> and include a letter of interest, or return a completed application and letter of interest to:

MAAC Project Human Resources, 1355 Third Ave, Chula Vista, CA 91911

In compliance with The Immigration Reform and Control Act of 1986 (IRCA), new employees are required to prove that they are legally entitled to work in the United States and must provide documents that establish both identity and employment eligibility as required for completion of the Employment Eligibility Verification form (Form I-9).

Applicants with disabilities requiring special attention and/or interview arrangements may
Contact Human Resources at (619) 426-3595.

**MAAC PROJECT is an Equal Opportunity Employer and
Promotes a Diverse Workforce**