

# Job description

## *Property Management Office Assistant* *Worcester, MA*

**Job Summary:** The Property Management Office Assistant will be responsible for assisting the Senior Property Manager in the management of the property located in the Worcester, MA location. They will assist the Sr. Property Manager with maintaining regular office hours at each property as assigned by the Sr. Property Manager, assisting residents, along with maintaining overall community appearance.

### **Key Responsibilities:**

- Answer incoming phone calls, assist tenants, and respond to inquiries related to HUD Section 8 and HOME program requirements.
- Maintain regular office hours at each property as the Senior Property Manager approves.
- Maintain and update resident files, ensuring all documentation is complete and up to date for compliance.
- Assist in preparing and organizing reports, letters, and forms required by HUD and HOME regulations.
- Manage office supplies, schedule appointments, and provide general office support.
- Greet and assist applicants and residents with paperwork, lease renewals, and general inquiries.
- Assist the residents complete income verification forms and gather required documentation for annual recertifications.
- Address resident concerns and direct them to the Senior Property Manager and/or Resident Service Coordinator.
- Ensure tenant files comply with HUD Section 8 and HOME Program regulations, including income verification, leases, and inspections.
- Assist in gathering documentation for annual and interim recertifications, ensuring compliance with income limits and program rules.
- Assist with tenant eligibility processing, ensuring all applications and supporting documents meet HUD and HOME program standards.
- Assist the Senior Property Manager with invoices and financials.
- Maintain community appearance and ensure repairs and work orders are entered into the Property Management software.
- Assist with scheduling and tracking HUD REAC (Real Estate Assessment Center) inspections, annual unit inspections, and HOME program property inspections.

- Support the Senior Property Manager with issuing notices for lease violations, inspections, and other required resident communications.
- Assist prospective tenants in completing rental applications. Verify applicant eligibility, including income, assets, and household composition.
- Ensure compliance with HUD's Fair Housing Act and HOME regulations during the application and leasing process.
- Lead with Integrity, Empathy, Empowerment, Pride, and Passion as Part of our Community with a Commitment to a Better Tomorrow.
- Assist with special projects, other properties, and other duties as directed by Property Management.

### **Experience Requirements:**

- 1-3 years' experience within an affordable property management capacity, affordable housing, administrative support, or related experience required.
- Experience with seniors, social services, or communication organizations is a plus.
- Excellent time management, organizational, and communication skills. Ability to work collaboratively with residents, staff, and external vendors and stakeholders.
- Strong clerical and data entry skills (filing, record-keeping, and document management).
- Possess a high level of attention to detail and accuracy. Able to maintain confidentiality.
- Create a safe, supportive environment for all residents and visitors, along with maintaining excellent customer service skills.
- Proficiency in Microsoft Office, including Word, Excel, and Outlook, along with software systems. Knowledge of Boston Post software preferred but not required.

### **Education Requirements:**

- High School Diploma/GED Equivalent; some college beneficial but not required. Certifications or Licensures:
- Valid Massachusetts Driver's License, insured vehicle, and the ability to travel to other properties, training participation, etc.

### **Working Conditions/Physical Requirements:**

- Typical office settings include the ability to spend extended hours sitting and using office equipment and computers, along with the ability to be able to stand and walk throughout each property on a regular basis.
- Move regularly from sitting to standing position as well as frequently bending to maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use earpieces or headphones. Speak, listen, and understand others.
- Occasionally lift 15 to 30 lbs.
- Occasionally travel locally throughout the properties in Massachusetts.