



Preventing homelessness.  
Improving lives.  
One room at a time.

## Property Manager

Under the direction of the Director of Property Management, the Property Manager is responsible for all phases of the assigned properties operations and on-site team performances. S/he must manage the company's objectives and property operating budget, with the primary goals of increasing the cash flow, balancing the budget, maintaining the physical asset and providing a quality living environment for the residents. This role will establish and maintain a positive, productive working relationship with the property's team members, ensuring their adherence to Caritas's Mission Statement, policies, and procedures; and that the sites are in compliance with regulatory requirements.

**PHYSICAL CONDITION OF PROPERTIES:** Ensure that assigned properties are in top physical condition

- Conduct monthly announced site visits and periodic unannounced site visits
- Provide a written summary of satisfactory and unsatisfactory building conditions within a week following site visit
- Provide recommendations for physical improvements and repairs as needed, with a minimum of quarterly reports

**RENT COLLECTION:** Oversee rent collections to minimize rent loss and the need to evict tenants for nonpayment

- Ensure that rents are collected within the first ten days of the month
- Issue late notices per company policy and lease requirements
- Make recommendations for eviction actions, payment plans, assistance from the Caritas tenant preservation fund

**BUDGETING:** Ensure that net operating income meets planned budget

- Prepare annual budgets for each property
- Monitor monthly actuals to planned budget and explains any variances
- Develop actions to address variances and keep properties on budget

**AFFORDABILITY COMPLIANCE:** Ensure compliance with rent and income guidelines

- Monitor compliance with regulatory agreements
- Verify that required income targets are met



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- Verify that rents meet affordability/regulatory guidelines
- Participate in Finepoint and other compliance audits

**SUPERVISION:** Work with and motivate site managers

- Ensure that site managers understand company policies and job expectations
- Oversee completion of site managers' duties, including:
  - Prompt reporting of actual and anticipated vacancies
  - Interviewing potential residents
  - Prompt filing of incident reports
  - Collecting income qualification data, as required
  - Maintaining vacant rooms in rent-ready condition
  - Responding to resident complaints
  - Tracking work order completion
  - Other duties, as assigned
- Provide a positive work environment by managing and resolving conflicts in a constructive manner. Evaluate each site manager's performance in writing. Make recommendations to the Director of Property Management regarding any site manager's performance or misconduct issues.

**TECHNICAL EXPERTISE:** Maintain the technical expertise necessary to fulfill job requirements

- Attend all required training sessions
- Keep current on changes in income and rent level requirements
- Monitor compliance with income and rent level requirements

**TEAMWORK:** Work effectively with others inside and outside the organization.

- Maintain good working relationships and effective communications with supervisor, peers, and colleagues.
- Respond in a timely and effective manner to requests for information
- Assist supervisor and colleagues in their tasks
- Take initiative to solve problems caused by poor communications and relationships
- Identify ways to improve work processes



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- Participate in staff meetings.
- Comply with established Caritas rules and responsibilities.
- Contribute to a positive image of Caritas, both inside and outside the organization

### **Knowledge, Skills and Abilities:**

- Excellent budget and financial management skills
- Knowledge of all regulatory programs, polices and Federal Housing Laws and Guidelines required
- Microsoft Word, Excel, Outlook and Yardi or other industry software experience required
- Excellent verbal and written communication skills required
- Knowledge of Federal Fair Housing Laws & Guidelines a plus
- Demonstrated excellent customer service skills are necessary to be successful in this role
- Ability to speak a second language is a plus!
- Knowledge of all regulatory programs and policies regarding housing and affordable housing are necessary
- Leadership skills and understanding of effective management of personal development for all employees desired

### **Physical Demands & Work Environment:**

Ability to move around the building or site; able to move up to 50 pounds; able to work in outdoor conditions. Some travel to local sites may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

BA/BS and 3 years in progressive career path in Residential Property Management, preferably with government-assisted properties. Experience in supervising site staffs preferred. Industry designations such as COS, LIHTC, ARM®, and/or CPM®, etc. are a plus.

### **To Apply:**

Interested candidates should send a cover letter and resume to [resumes@caritascommunities.org](mailto:resumes@caritascommunities.org).