



Job Description

Administrative Assistance (Property Management)

I. Overview:

Category	Information
Job Title	Property Management Administrative Assistance
Division	Housing
Department (if any)	Property Management
Status	Non-Exempt, Full Time
Supervisor/ Reporting	Vice President and Housing Manager
Supervisory Responsibilities	None

II. Description (brief)

The Administrative Assistance (Property Management), under the supervisor of the Vice President for the Property Management Division and the Housing Manager, performs a wide range of administrative tasks and duties for the Vice President and the Division.

III. Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must perform each essential duty satisfactorily. Excited to take on any project, big or small The responsibilities of the position of Administrative Assistance (Property Management) include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	<p>Maintain up-to-date knowledge on all Affordable Housing Program regulations. Update the application renewal and affordable unit leasing documentation as necessary. Process the applications for Affordable Housing, including credit and resident certification. Oversee and maintain the Waiting list by ensuring proper receipt of intake forms and required support documentation, adequate addition for active individuals on the waiting list. Keeping records of all prospective applicant information, including demographic information, conducting periodic purges of the waiting list, and processing reports as needed; Maintaining prospective applicant files to ensure completeness of required documentation and verifications. Educate and advise residents regarding program issues. Conduct program orientations for participants as needed. Keep up to date on affordable housing policy changes and confirm that the community(s) follows local and state rules and regulations on income limits. Retrieves and records previous evening's messages from general message center voice mail and relay messages to the proper individuals;</p>
2	<p>Work with on-site Managers to ensure that rents and income levels are being set at their maximum allowable levels and, review utility allowance schedules to confirm that the Company complies and recognizing the greatest possible net rents. Provide superior customer service to everyone. Prepare and confirm required data entry to update month-end reporting. Investigate and take appropriate action for fraud, unreported income, etc.</p>
3	<p>Greets public, answers telephone, provides information regarding Many Mansions programs, and provides housing information as needed. Refer more in-depth housing problems to supervisor or appropriate staff member; Assist the Property Management as needed with reports and tasks associated with the operation of the Property Management and actions to ensure compliance with all applicable laws and company policies</p>
4	<p>Perform administrative tasks associated with the Property Management Division including, accounting and financial reporting, reconciling resident accounts, and performing other</p>

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No.	Essential Duty or Responsibility
	clerical duties as needed. Ensures proper coordination with other departments to resolve tenant/customer complaints and inquiries and relay information and resolution to tenant/customer regarding applications or maintenance. Follow-up on problem resolution and contacts tenant/applicants with the solution to the problem, maintain appropriate and necessary resident relationships;
5	Assist with resident communication as needed. Use Yardi and various programs to retrieve applicant information, verify information, units' status, and changes on units as required. Ensures that proper documentation is prepared for each step and distributed to appropriate personnel and department;
6	Stays current on all applicable laws, software upgrades/updates, and funding requirements so that they can provide compliance software support, technical assistance, resolution of compliance issues, and training for adherence to established compliance practices;
7	Assists the Property Management Division as needed, which can include assisting with income certifications, move-ins, compliance/reporting by Community Managers by creating/reviewing recertification schedules, reviewing all properties certifications initial move-ins, and aiding residential managers and Compliance Specialist as needed.
8	Assist Community Managers with filing, mailing, inspections, and special projects as needed.
9	Other duties as assigned.

IV. Qualifications & Conditions:

Category	Qualification or Condition
Communication	Possesses excellent communications skills, including but not limited to, the ability – To speak and write, meaningfully and persuasively;

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	<p>To communicate, listen, and respond effectively with and among staff, agencies, residents, donors, lenders, investors, partners, and community members;</p> <p>Able to speak and write Spanish meaningfully and persuasively desired.</p>
Computer Skills	Proficiency in Yardi, computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), and data management programs required.
Driving	<p>Driving is required for this position.</p> <p>Therefore, the staff member must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.</p>
Education, Experience, & Certifications	High school diploma or GED required. Experience in Property Management, including knowledge of affordable housing programs like Section 8, Section 42, Tax Credit, Home, MHP, AHP, etc., is required.
Leadership & Other Skills	Has a demonstrated ability to work well with others. Must be self-motivated, creative, and can set priorities independently. Must be able to adhere to all company policies and procedures, in addition to all State, federal and local laws and regulations.
Mathematical & Reasoning Skills	Must dominate excellent mathematical and reasoning skills, including but is not limited to the ability to perform basic mathematical skills such as (add, subtract, multiply, divide, fractions, decimals, etc.), the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.
Physical Demands	While performing the duties of this job, the staff member is regularly required to sit, use hands to finger, handle, or feel objects, tools, and controls, talk, and

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	<p>hear. The staff member is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The staff member must lift and move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.</p>
Work Environment	<p>This job position has a moderate to high stress work environment.</p> <p>The work environment may have frequent interruptions, time constraints, and emotional demands. Noise level is low to moderate. The corporate culture is friendly and goal oriented.</p> <p>The work environment characteristics described here are representative of those a staff member encounters while performing the essential functions of this job.</p>

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

To apply, please email resume, cover letter, at least 3 (three) references and [employment application](#) to colleenm@manymansions.org