



“Committed to Safe and Affordable Housing”

Job Title: Property Manager – Chuck Austin Place
Category: Non-Exempt
Category: Social Services
Salary Range: \$21.65 - \$33.04 hourly

Definition

The Onsite Manager is responsible for oversight of the daily operations of Yakima Veterans Housing, a supportive housing and service center for veterans. General responsibilities include, among others, housing residents, maintaining tenant records and performing routine landlord duties appropriately under the rules and regulations set by various affordable housing programs including the LIHTC, Section 8 Program (Housing Choice Vouchers), housing for the homeless, veterans, and the disabled.

Typical Work

Reviewing applications for potential residents, applying established criteria for resident qualifications, renting units, collecting rents and deposits, overseeing use of community room and other shared facilities, coordinating property maintenance, investigating and resolving tenant complaints and issues, preparing necessary reports, and supervision of onsite services.

Primary Duties and Responsibilities

- Reviews tenant applications for eligibility; maintain waiting lists; show available units.
- Follows Yakima Housing’s procedures for processing eligible applicants within the program guidelines attached to the property. Ensure that all new move-in files are complete, accurate, and orderly.
- Attends training as needed and recommended by Yakima Housing Authority. This training may require overnight stays out of town.
- Walks property at least twice per/day (once in the morning and once in the evening) to assure residents of management presence and to monitor the overall appearance of the property.
- Attends regular in-house training and informational meetings.
- Ensures that vacant units are “turned” in the fastest possible time by monitoring timeliness of vendors and maintenance staff. Walks vacant unit daily to monitor progress turn.
- Keeps property vacancy loss to a minimum by processing multiple applicants simultaneously upon receipt of notice of intent to vacate by current resident.
- Distributes rent bills and collects rents for submittal to Yakima Housing Authority accounting department. Works with Yakima Housing accounting staff to facilitate smooth accounting procedures.
- Completes, acquires, and processes in an efficient and timely manner all required forms, documentation and other relevant paperwork required for tenant occupancy.
- Outlines and explains conditions and terms of occupancy with new residents.
- Completes and timely submits required weekly reports, monthly reports, ticklers



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and compliance reports.

- Cooperates with compliance staff in timely submission of requested information for audits, inspections, and annual reports for lenders and regulatory agencies.
- Instructs residents in emergency procedures, appliance use, and property rules.
- Investigates tenant complaints and resolves tenant issues, prepares written incident reports, serves tenant warning notices, 3-Day notices, 10-Day Notices, and 30-Day Notices, appears in eviction proceedings, and maintains a daily Managers log.
- Shows vacant units and applies approved marketing strategies to reduce vacancy loss.
- Conducts annual unit inspections and walk through of vacated units assessing any damage, cost of repairs, and arranges turnover repairs. Prepares security deposit refund statements and submits to the Yakima Housing Authority housing department for disbursement in accordance with lease provisions.
- Works in cooperation with the Yakima Housing Maintenance Supervisor, schedules maintenance staff, engages subcontractors in repairing plumbing or electrical malfunctions, painting of apartments or buildings, and maintaining landscaping or gardening work, and prepares maintenance work orders for all maintenance work to be performed.
- Provides local information for available nearby VA services, recreational facilities, and public transportation.
- Oversees, coordinates, and maintains calendar of events and users for multi-purpose rooms.
- Works in cooperation with onsite services and Care Coordinator staff.
- Complies with the requirements of federal, state, and local laws, regulations, contracts, and grants applicable to YHA's housing programs including, federal fair housing laws and landlord/tenant laws.
- Ensures that YHA's rules and policies are adhered to and appropriately enforced at all times.
- Protects the privacy of all client related information; keeps a strict confidentiality of YHA business both while at work and during off duty hours.
- Performs other duties as required.

Knowledge and Abilities

- Commitment & enthusiasm towards achieving Yakima Housings Mission Statements.
- Demonstrated ability to manage and work cooperatively and effectively with a diverse group of people.
- Strong oral and written communication skills.
- Strong time management skills and ability to multi-task.
- Self-starter and ability to work with minimal supervision.
- Demonstrated ability to create, maintain, and manage records with efficiency and attention to detail.
- Demonstrated ability to collect and precisely account for tenant security deposits and rents.



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- Experience managing a large apartment complex and/or subsidized housing experience preferred.
- Experience and understanding of the administration of Section 8 (Housing Choice Voucher) program.
- Experience and ability to demonstrate proficiency in Tax Credits, which is essential for successfully managing the project.
- Working knowledge of computer software and systems: Excel, Word, Windows and email.
- Ability to read and interpret rental agreements, government regulations, and budgets.
- Ability to write effective business correspondence.
- Ability to effectively communicate information and respond to questions from groups and individuals.

Legal Requirements

Possession of a valid Washington State Driver’s License, a good driving record, and automobile insurance per requirements of the State of Washington. Additional licenses or certifications may be required. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for this position.

Desirable Qualifications

High school diploma or GED; AND at least one year of experience in property management, real estate, case management, social services, or similar field; AND experience working with veterans and military families; AND the ability to perform the work.