



JOB DESCRIPTION

JOB TITLE: Assistant Property Manager/ Recertification Specialist

EMPLOYER: ReBUILD Metro, Inc.

DEPARTMENT: Property Management

REPORTS TO: Property Manager

EFFECTIVE DATE: 1/24/24

MISSION: The mission of ReBUILD Metro is to restore the history and prosperity of neighborhoods by rebuilding homes and fostering enduring community relationships. We work to ensure that everyone in the communities we serve has a decent and affordable home in a stable and safe environment.

SUMMARY: The Assistant Property Manager is responsible for assisting the property manager in effectively managing a portfolio of properties. In the property manager's absence, the Assistant Property Manager will assume all responsibilities associated with accomplishing portfolio objectives as set forth by ReBUILD Metro's goal setting system, objectives and key results. In addition, the Assistant Property Manager is directly responsible ensuring compliance with all third-party regulations within the assigned property/properties, apartment turn overs, marketing and leasing vacant units and maintaining harmonious resident relations. This position is an exciting opportunity. The right candidate will be a driven and service-oriented individual who thrives in a fast-paced environment.

DUTIES AND RESPONSIBILITIES:

- Monitor resident files for compliance with various housing affordability program requirements; take appropriate action to secure compliance of the file.
- Work closely with applicants and residents to secure necessary documentation and verifications to align with the compliance program.
- Secure third-party verification of resident qualifications for program eligibility.
- Coordinate the recertification process of current residents to ensure and document continued eligibility.
- Maintain neat, accurate, complete, and organized compliance files for current and former residents, consistent with applicable program and retention requirements.
- Qualify prospective residents, assist current residents with lease renewals.
- Maintain accurate and timely leasing reports as required, along with daily Yardi input.
- Respond to resident inquiries and service needs, referring to other staff members or management as appropriate to ensure timely resolution.
- Maintain strict adherence to the federal Fair Housing Act, which prohibits "any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or intention to make such preference, limitation or discrimination" and other applicable regulations.



- Keep Property Manager informed of any information that could affect property operations.
- Ensures that the community's interior and exterior are impeccable, and the team appropriately represents the ReBUILD Metro brand with a crisp, professional appearance.

Compliance

- Reviews documentation on rent and income limits.
- Matches tenants with appropriate units based on their income and household size.
- Updates and reviews documentation to prepare for compliance audits.

Collections

- Responsible for preparing and delivering letters to residents to encourage payment of delinquent accounts.
- Confers with customer in attempt to determine reason for overdue payment, reviewing terms of the contract with resident.
- Contacts delinquent account customer by mail/telephone/in person week

Administrative

- Confirms all leases and corresponding paperwork are completed and input into Yardi/Site Manager system accurately and on a timely basis.
- Ensures current resident files are properly maintained.
- Ensures all administrative paperwork is accurate, complete and submitted on a timely basis.
- Participates as designated in emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, properties, etc. within company guidelines to minimize liabilities (i.e., criminal activity on community, employee/resident injuries, fires, floods, freezes, etc.).
- Answers, screens, and directs calls on multi-line phone system (in the absence of the Office Manager) in a courteous and professional manner; takes messages and/or forwards telephone calls to appropriate employee, voice mail.
- Compose routine correspondence as required.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

- Excellent Customer Service Skills
- NCHM COS (Certified Occupancy Specialist) Certification or equivalent certification from a nationally recognized compliance training program and experience.
- TCS (Tax Credit Specialist) Certification or equivalent certification from a nationally recognized compliance training program and experience.
- Ability to travel throughout entire portfolio as needed.
- Strong organizational and follow-up skills.
- Strong attention to detail.
- Strong Data Entry skills
- Must work well both independently and as part of a team in fact-paced environment and against established deadlines.
- Proficiency in MS Office products and property management software, preferably Yardi .

- High School Diploma or G.E.D.
- Reliable transportation.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Frequently required to talk or hear
- Occasionally exposure to outside weather conditions
- Occasionally exposure to extreme heat or cold (non-weather)
- While performing duties of this job, noise level in the work environment is usually moderate
- Occasionally required to lift/push/carry items less than 25 pounds
- This role routinely uses standard office equipment such as computers, calculator, telephones, photocopiers, filing cabinets and fax machine.

SALARY & BENEFITS:

ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

HOW TO APPLY:

Submit resume and cover letter to: recruitment@rebuildmetro.com