

Property Manager

Ithaca Housing Authority – 800 S. Plain St., Ithaca, NY
Full-time (40hours/week)
Starting - \$57,200 - \$63,440

Applications accepted until position is filled.

Excellent benefits including affordable health, dental and vision insurance, NYS Deferred Compensation Program, NYS Retirement System, and generous paid leave. Civil Service position. EOE.

Apply online at <https://ithaca-portal.mycivilservice.com/>. Please send resume with application; cover letter is optional.

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and managerial position responsible for the day-to-day operation of a portfolio of subsidized housing properties owned or managed by the Ithaca Housing Authority (IHA). The incumbent acts as the administrator of a residential community, supervising and participating in the leasing, management, and maintenance of such property according to the Department of Housing and Urban Development, New York State, and Ithaca Housing Authority rules, regulations, policies and procedures. The incumbent is responsible for processing, reviewing and clarifying applications for admission to housing units, and annual and/or interim re-examinations for continued occupancy. In addition to the day-to-day management and operation of properties, the Property Manager provides oversight to the marketing and leasing of properties, the preparation of vacant units for rental, emergency repairs of properties, and lease compliance of tenants. The incumbent also performs a variety of services designed to foster or improve relationships between tenants and the Ithaca Housing Authority. The work is performed under the general supervision of the Executive Director or of the Ithaca Housing Authority, or their designee. Supervision is exercised over the work of subordinate staff engaged in housing activities. Does related work as required.

TYPICAL WORK ACTIVITIES:

Ensures tenant compliance with lease agreements, including performing inspections and home visits; meets with tenants to resolve and investigate problems related to housekeeping, noise, neighbor relations, lease violations, and other resident problems and complaints;

Addresses tenant inquiries, concerns, and requests in a timely and respectful manner;

Coordinates and supervises inspections of housing properties to ensure safe, sanitary and habitable conditions; assists in the completion of other mandated unit inspections;

Conducts regular visits and inspections of properties to ensure that they are in top condition and that management systems are excellent; may perform routine inspections of tenant apartments, including inspections for unsafe and unsanitary conditions;

Manages waiting lists, vacancies, transfers and leasing processes for apartments;

Gathers information relating to initial and continued eligibility determination via interview, telephone or related contacts;

Approves/disapproves applications for subsidized housing for initial and continued occupancy;

Determines rent amounts in accordance with federal guidelines;

Certifies rent roll for billing purposes; monitors rent collection and takes appropriate action regarding delinquencies, including consultation with the Executive Director or their designee; oversees eviction proceedings as necessary;

Maintains liaison between IHA administration and IHA tenant organizations; attends tenant organization meetings and tenant officer meetings to provide staff support, offer assistance in planning programs

and activities, and to facilitate clear communication between tenants and IHA administration; meets with tenant groups to discuss new rules and regulations;

Ensures that all department, IHA and regulatory policies are consistently applied by staff members;

Prepares, maintains and reviews a timely and accurate flow of reports and studies related to the operation of assigned housing developments; identifies potential problem areas and notifies supervisors of issues;

Develops and maintains an effective outreach and marketing plan for leasing of units in coordination with the Executive Director or their designee;

Enters client and resident data into electronic database;

Supervises and/or participates in the management, planning, organization and supervision of housing project operation activities;

Supervises subordinate staff;

Makes appropriate tenant referrals and communicates with various ~~to~~ human services agencies regarding tenants and applicants;

Prepares and maintains a variety of accurate records and reports, including monthly statistical reports for review by the Executive Director and Board of Commissioners;

Stays updated and informed about federal, state and local housing laws and regulations;

Ensures all properties are in compliance with program requirements;

Maintains accurate and organized records, including tenant files and property documents;

Attends meetings, conferences and trainings related to position as required.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS: Good knowledge of the applicable Federal, State and local rules, regulations and guidelines governing eligibility and management of ~~for~~ public housing and tax credit programs; good knowledge of the needs associated with low income families and individuals; good knowledge of business English and math; working knowledge of community resources; computer proficiency, including word processing, spreadsheet and property management programs; good communication skills; good documentation skills; ability to organize, meet schedules and timelines, and work independently in an environment of frequent interruptions; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to read and interpret complex written material; ability to prepare a variety of reports, including narrative, tabular and financial reports; ability to identify and analyze problems, identify solutions, project consequences of proposed actions, and implement recommendations in support of agency goals; ability to establish and maintain effective working relationships with others; ability to maintain the confidentiality of employee and resident information; ability to successfully work with a diverse population; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in human services, psychology, sociology, business administration, public administration, or a closely related field with similar course curriculum and three (3) years of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or
- B. Possession of an Associate's degree in human services, psychology, sociology, business administration, public administration, or a closely related field with similar course curriculum and five (5) years of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or

- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.