



A healthy community begins at home. REACH provides quality affordable housing and opportunities for individuals, families, and communities to thrive.

REACH is an equal opportunity employer that strives to create a diverse workforce and an inclusive culture.

Job Description

Title: Assistant Property Manager

Department: Property Management

Exempt/Nonexempt: Nonexempt

Reports To: Property Manager

Salary Range: \$15.82-\$19.37 per hr

Effective Date: February 22, 2016

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever necessary to ensure the success of our endeavors.

General Position Summary:

The Assistant Property Manager is responsible for providing support to the operations of the Property Management staff including leasing, collections, reporting and utilization of various software programs.

Essential Functions/Major Responsibilities:

Primary responsibilities include:

- Maintaining the Property Management website; marketing vacant units in print and online format; generating reports as needed.
- Maintaining the Tenant and Collection databases.
- Providing other administrative support to staff as needed.

Marketing and Public Relations:

- Maintain REACH PM website content. Make needed changes to material, vacancy status, photos, etc., to ensure accuracy.
- Prepare and update vacancy ads in established marketing on-line and print venues. Run online ads multiple times per week as necessary
- Ensure that print notices adhere to AFHMP.

PM Software Support

- Serve as the PM Department support for Property Management software, providing support to staff with the oversight from The Administrative Portfolio Manager.

Database and File Management:

- Prepare weekly reports.
- Oversee, maintain and monitor all former resident “bad debt” collection files and databases.
- Oversee and maintain department files and records electronically; maintain archiving system; ensure accurate and timely storage and file management.

Administrative/Other:

- General administrative support to Property Management Department Managers.
- Respond to inquiries and requests regarding housing. Provide contact for callers requesting detailed information regarding a property. Answer questions about REACH housing, application materials and current vacancy information. Send material via email or postal mail as requested.
- Organize and track department meetings, schedules and agendas; record and transcribe all minutes from interdepartmental staff meetings; maintain department calendar.
- Complete and submit reports, forms and other paperwork as required.
- Maintain work area in clean and professional manner.
- Perform other related duties as assigned.
- Understand and commit to the mission and values of Reach Community Development

Job Scope:

- Operates from established and well-known procedures.
- Decisions are made within organization operating guidelines.
- Performs duties independently and with supervision by the Administrative Portfolio Manager.
- Position involves a moderate degree of complexity in dealing with recurring work situations with occasional variations from the norm.
- Work is periodically reviewed by supervisor and verified by Department Director.
- Errors may result in incomplete or inaccurate data, resident issues or staff dissatisfaction and may negatively impact organization.

Supervisory Responsibility:

This position is not supervisory.

Specific Job Skills:

- Excellent working knowledge of computer programs and database systems including Excel, Publisher, Word, and database management tools
- Some knowledge of property management practices including applicable landlord/tenant and fair housing rules and regulations and leasing practices is a strong preference
- Good verbal, written and interpersonal communication skills
- Experience with customer service practices
- Ability to work effectively with all types of people
- Excellent organizational skills, Basic math, and attention to detail

Education and/or Experience:

- High school education or equivalent.
- Minimum of two years related experience required.

Work Environment and Physical Demands:

While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand; walk; use hands and reach with hands and arms; and readily and effectively communicate. The employee must occasionally lift and/or move up to 25 pounds. Vision abilities required by this job include ability to effectively see within an office environment, which may include long term computer exposure, and to adjust focus accordingly. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor. May require some evening and/or weekend duty. May be required to deal with distraught, angry and/or potentially violent people.

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer Language:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All employees may be required to perform duties outside of their normal responsibilities from time-to-time, as needed.