



Bear Springs Apartments / San Antonio, Texas 78245
(210) 231-2012 ☐ Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	AHP/Tax Credit Assistant Manager	SEND RESUME TO	Jamie.flechas@habctx.org
SUPERVISOR	Bear Springs Property Manager	DEPARTMENT	Bear Springs Apartments
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

SUMMARY OF WORK PERFORMED:

Under the direct supervision of the Property Manager, responsible for maintaining the physical asset and maximizing the financial returns from that asset in accordance with the owner's objectives and in accordance with AHP/TDHCA compliance procedures. Ensures staff compliance with agency policies, procedures and staff performance.

PUBLIC RELATIONS:

- Supervises all on site personnel. Maintains a professional relationship with all residents and other departments within the agency. The ability to interact with a wide range of people. Must insure that all residents are provided with a peaceful and secure environment. Demonstrate an ability to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action.

RESPONSIBILITIES:

Supervises onsite maintenance staff and scheduling of maintenance work. Makes a regular follow-up inspection on maintenance work, daily inspections of grounds including common hallways. Oversees all vacant apartment make-ready procedures. Make recommendations for physical repairs, replacements and/or improvements. Recommends expenditures within budget allocations. Evaluates maintenance operations periodically to determine cost efficiency. Accountable for implementing proper guidelines in accordance with the AHP/TDHCA program.

MARKETING AND LEASING:

Prepares all advertising and marketing procedures. Prepares weekly and monthly statistical reports. Utilizes the affirmative fair housing marketing plan for resident outreach. Accountable for annual AHP reporting and audit. Reviews all rental applications and lease forms for accuracy and compliance to state and local law and the agency's policy and procedure.

TENANT MANAGEMENT:

A. Applicant Interviews

Conducts interviews to determine family composition, source and amount of income. Records employment history, retail credit reports. Verifies and records Names, birth dates and Social Security numbers of all family members.

B. Rent Computation

Computes rent for new applicants when verification of income is complete, by applying established factors used in rent computation.

C. Rent Collection

Responsible for enforcing rent payment policy and collection of rental payments from residents by money order or cashier's check. Post payments to proper journals, ledgers and prepares receipts from Elite/Emphasis. Recomputes rent on current residents after each continued occupancy interview and when residents voluntarily reporting warrants such action. Reviews market rents and collections to ensure that the proper rent, NSF and bad debt collection procedures are being followed.

D. Receives Resident's Complaints

Investigates all residents' complaints. Sets up appointment for follow-up if problem is not solved in first interview or if problem is of such nature that a group interview is needed. Takes action deemed necessary or refers problem to Property Manager. Places signed resident statements in permanent file.

E. Home Visits

Makes a visit to resident's home on a monthly basis or when complaint is received from resident's neighbors on such matters as poor housekeeping or truancy. Makes investigation and counsels with offending resident. Make home visit to resident when fails to respond to call-in from office.

F. Makes Charges for Maintenance Services

If maintenance is required due to resident's negligence, posts charges to resident's account and compute coding sheets. Advises resident by written notice that charge has been made.

FINANCIAL REPORTING AND CONTROL:

Assist in budget preparations, and preparation of management plan updates. Supervises maintenance of property files and records. Assist the Manager with the employee evaluations; recommendations for promotion and/or salary increases; employee reprimand. Maintains accurate employee files. Prepares purchase orders and approves invoices for payment, which are processed and forwarded to Financial Coordinator. Prepares inventory of all non-expendable equipment and supplies. Prepares bank deposits and assures their accuracy.

JOB PERFORMANCE REQUIREMENTS:

Must have considerable knowledge of state and local law in addition to knowledge of the Section 8 rental assistance programs, in accordance with HUD policy and procedure. Willingness to perform any task that is required to allow the complex to run smoothly and efficiently. AHP/TDHCA experience required. Ability to create an appearance and manner to enhance the image of the property. Must possess excellent communications skills.

- Typing of correspondence and reports as needed to initiate action.
- Answering telephone and providing information on program when requested.
- Collects rents due and delinquent, and accurately posts and follows up with notices of late charges, maintenance charges and notice to vacate (if necessary).

- Schedules appointments for the Bear Spring Apartments and maintains adequate filing system of records.
- Maintains property control.
- Completes necessary monthly and weekly reports. Prepares monthly newsletters for timely distribution.
- Responsible for file quota and approvals for program restrictions
- Monitors files before manual approval in Elite/Emphasis for all renewals, re-certifications and move in's
- Responsible for administrative purchases, POs, and invoices. Prepares bank deposits when needed.
- Have knowledge regarding suppliers, their services, and goods.
- Must be familiar with Social Agencies and their services.
- Processes applications, computations, receiving resident complaints, overseeing that rent payments are posted accurately, and preparing daily bank deposits.
- Provides directive to staff in conducting leasing interviews, inspections and processing of resident vacancies and computes initial and interim rentals.
- Records time and attendance on subordinate employees, completes performance evaluations, recommends disciplinary actions when necessary; and assigns and observes daily work activity.
- Monitors and contacts residents regarding delinquent rent, appears in court to present evidence on failure to pay or undesirable resident behavior and refers resident to local social service agencies for financial assistance.
- Attends departmental meetings, coordinates staff meetings when necessary and oversees and coordinates resident activities and required events.
- Oversees maintenance issues by making periodic inspection of the development; reviews maintenance reports and spot check work; encourages resident input on maintenance needs, distributes work assignments investigates complaints on maintenance work and records monthly maintenance repairs.
- Conducts tours of the respective housing developments in the absence of the community manager.
- Guide and lead employees on various issues.
- Assist the Manager with preparation and participate collectively with Corporate and Resident Services personnel in Bi-Annual Board meetings.

These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

KNOWLEDGE AND SKILLS:

Considerable experience in working with the public. Knowledge of tenant accounting principles. Must be a Certified Apartment Manager and/or Certified Public Housing Manager or Certified. Graduation from a four-year college or university. A combination of experience and/or education will be considered.

- Experience in working respectfully and courteously with staff, residents, and the general public.
- Knowledge of local government structure, and social service agencies.
- Ability to operate personal computer and basic office equipment such as a copier, printer, calculator.
- Skills in addressing groups and presenting information in a clear, organized, and convincing manner.
- Filing and record keeping system, including document imaging, and clerical skills
- Modern office practices, procedures, and customer service principles
- Verbal and written communication skills with telephone and email techniques and etiquette
- Handle multiple tasks and priorities with interruptions.
- Deal with a variety of people with diverse backgrounds
- Effectively plan and organize workload in a customer-focused and fast-paced professional environment
- Understand and follow verbal and written instructions.
- Operate a computer, enter data, maintain records, and generate reports using Word & Excel.
- Meet schedules and timelines for financial submissions.
- Ability to communicate effectively in Spanish and English.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Intense concentration is required to avoid costly errors. Ability to work in a fast-paced environment. Average pressure of work with above average pressure during peak periods. Ability to work flexible hours. Must have a valid Class C Texas Driver's License.

EDUCATION & EXPERIENCE REQUIRED:

- Bachelor's Degree required in Business Management/Administration, Real Estate or related field plus a minimum of 1 year Property Management experience or equivalent combination of education and experience.
- Position requires one year of management experience in Property Management software. Elite or YARDI experience preferred.
- Certification in the following or obtain within one year of employment:
- Certified Professional of Occupancy Specialist (Project-based Section 8 Housing).
- TDHCA Certified Low Income Housing Tax Credit Manager.
- Housing Credit Certified Professional.
- Or ability to acquire certifications within 1 year, no exceptions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.