

Job Title:	Property Manager	Job Category:	Exempt
Department/Group:	Property Management	Reports To:	Executive Director
Location:	3541 W. North Avenue, Chicago, IL	Travel Required:	Yes
Level/Salary Range:	\$53,000 - \$58,000	Position Type:	Full-Time

Job Description

Purpose

Since 1982, LUCHA (Latin United Community Housing Association) has served thousands of moderate- and low-income families with Affordable Housing Development, First-time Home Buyer Counseling, Foreclosure Prevention, Senior Home Repairs and Legal Assistance. LUCHA owns and operates 198 units of affordable housing, in the West Town, Humboldt Park and Logan Square Communities, and through its Freddie Mac Borrower Help Center counsels 1,300 families annually in Chicago and the Midwest region. LUCHA also partners with residents, community organizers, financial institutions and government agencies to maintain its \$40 million in real estate assets and to advocate for greater affordable housing options in the region.

In support of LUCHA's mission, the Property Manager contributes to the accomplishment of practices and objectives of the Property Management Department. The Property Manager is responsible for all day to day property operations, overseeing and enhancing the financial and physical well-being of LUCHA's properties and ensure that buildings are always maintained in a manner that assures high ratings from inspectors and auditors of all funders and lenders. The Property Manager carries out responsibilities in the following functional areas:

Role and Responsibilities

Financial

1. Demonstrate ability to understand financial goals, operate assets in owner's best interest in accordance with policies and procedures as established by LUCHA.
2. Ensure accurate records of all property's transactions and submit on timely basis (i.e., rent rolls, delinquency reports, move-in/move-outs, etc.).
3. Ensures that rents and late fees are collected, posted, and deposited per policy.
4. Generate necessary legal action, documents and process in accordance with State and City, and LUCHA's guidelines. The collection goal each month is 97%.
5. Coordinates effort to ensure LUCHA consistently receives rental subsidy payments, annual rent and rent subsidy increases, and renewals of specific governmental rental subsidy contracts

Leasing

1. Utilize marketing strategies to secure prospective residents. Confirm that leasing staff techniques are effective in obtaining qualified occupancy and per marketing and tenant selection plans.
2. Coordinates preparation and inspection of unit vacancies for leasing with minimal time for turn-over.
3. Maintain applications and waiting list in conjunction with partner agencies; goal of 96% occupancy annually by effectively interviewing applicants to determine eligibility and suitability. Monitor unit turn-overs to minimize vacancies.
4. Oversee completion of leases, tenant income certifications, tenant-related subsidy documents, and monthly vouchers in a timely manner and per regulations.
5. Ensure effective marketing the properties to ensure compliance and a positive community relations.

Administrative

1. Prepare and implement procedures within LUCHA's guidelines to ensure orderly, efficient workflow.
2. Monitors the completion of new move-in files, lease renewals and annual income recertification, including issuing pre-approvals of income/asset, in accordance with government and lender requirements.
3. Ensure current resident files are properly maintained according to U. S. Department of Housing and Urban Development (HUD); IRS Low Income Housing Tax Credit requirements with respect to confidentiality and security. This includes both hard copy tenant record files, as well as computerized tenant records. Assure that all records are kept in an audit ready condition.
4. Prepare and deliver compliance assessment reports as requested.
5. Stay abreast of current federal, state, and local affordable housing regulations and best practices.
6. Implement and enforce established policies and procedures for monitoring compliance with Section 42,

Fair Housing, state and requirements.

7. Assist in ensuring proper response and handling of all community emergencies with staff, residents, buildings, etc. within LUCHA's guidelines to minimize liabilities (i.e., criminal activity, employee/resident injuries, fires, floods, freezes, etc.).

Resident Retention

1. Respond to residents' concerns and requests on timely basis to ensure resident satisfaction with management.
2. Ensure distribution of tenant notices as needed (i.e., bad weather, emergency, etc.).
3. Consistently implement rules policies of the properties. Ensure rules and policies remain current.

Personnel Management

1. Ensure efficiency of staff through ongoing training, instruction, counseling and leadership.
2. Plan staff schedules and assignments.
3. Administer action plans consistently, and on a timely basis with performance problems. Document appropriately, communicate the situation to supervisor, Human Resources and the Executive Director.
4. Ensure all administrative processes involving personnel are handled in a timely basis (i.e., performance evaluations, salary reviews, time sheets change of status forms, etc.).

Maintenance

1. Oversees maintenance by making periodic inspections of the development; review maintenance reports and spot check work; encourage resident input on maintenance needs and improvements; and investigates complaints on maintenance work.
2. Implements preventative maintenance procedures and policies to ensure well maintained properties.
3. Assure quality and quantity of market ready apartments.
4. Learn and ensure compliance with all company, local, state and federal safety regulations.

Qualifications and Education Requirements

1. College degree preferred.
2. Minimum of 4 years as a Leasing Consultant and/or Assistant Manager with supervisory experience preferably with affordable housing; will consider supervisory experience in a customer service-related business with appropriate certification(s).
3. Property management of affordable housing certification required (Tax Credit Specialist, Blended Occupancy Specialist, HOME Compliance specialist preferred) (if none, will be required/in 120 days of hire).
4. Computer literate, specifically the Microsoft Suite; Property management software experience a plus.
5. Ability to work well with others and manage/motivate staff.
6. Strong problem solving and quantitative skills.
7. Ability to work with people from diverse social, cultural and economic backgrounds.
8. Ability to communicate effectively, both orally and in writing.
9. Bilingual English/Spanish required.
10. Conscientious and detail oriented.
11. Ability to work effectively in a team environment.
12. Ability to represent the Company in a positive and professional manner at all times.
13. Must demonstrate integrity and commitment to the organization's mission and values.
14. Must have transportation and a valid Driver's License.

*As a condition of employment, an Illinois Leasing Agent license or Real Estate Broker's License must be kept active and in good standing at all times, and must be renewed in a timely manner. If you are not licensed at time of hire, you must immediately apply for a 120-day Leasing Agent Permit. You will have (90) calendar days from the start date with LUCHA to obtain your Leasing Agent License.

Scope of Responsibility:

Assist in all aspects of the administrative, financial, capital and operations of LUCHA's properties. Significant impact on the Property Management Department. Regularly interacts with LUCHA team.

Physical Requirements

LUCHA

Property Manager

There is frequent need to stand, stoop, walk, lift heavy objects (up to 10 pounds) and perform other similar actions during the workday. Accommodations may be made for individuals with disabilities who otherwise meet the position qualifications and requirements.

LUCHA is 501(c)(3) nonprofit corporation and an equal opportunity employer. To learn more about LUCHA, please visit www.lucha.org.

Approved By:		Date:	
Received By:		Date:	
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