

<b>Job Title:</b>	Front Desk/Property Management Clerk	<b>Job Category:</b>	Non-Exempt
<b>Department/Group:</b>	Property Management & Admin	<b>Reports To:</b>	Property Manager
<b>Location:</b>	3541 W. North Avenue, Chicago, IL	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	\$33,000 - \$35,000	<b>Position Type:</b>	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, Emergency Housing Repair and Assistance, Home Buyer Counseling, Foreclosure Prevention and Legal Assistance. LUCHA owns and operates 198 units of affordable housing in the West Town, Humboldt Park and Logan Square Communities, and counsels families around Chicago and in the Midwest region. LUCHA also partners with residents, community organizers, financial institutions and government agencies to maintain its \$22 million in real estate assets and to advocate for greater affordable housing options in the region.

In support of LUCHA's mission, the Receptionist- Intake Clerk contributes to the accomplishment of practices and objectives of the Property Management Department and office operations. The position is responsible for assisting the Property Management department in carrying out and completing the essential work of marketing, rental application administration, screening, and leasing. In addition, to assist with tenant recertifications and maintaining tenant files for audits. The Receptionist- Intake Clerk carries out responsibilities in some or all of the following functional areas:

#### Role and Responsibilities

1. Provide welcoming environment to LUCHA clients; assist with directing to staff or partner resources and answering the phone.
2. Assist with managing conference room scheduling and notices for staff.
3. Assist with creating and coordinating marketing materials for property rentals, outreach efforts, and track outcomes.
4. Intake rental applications, maintain waiting lists, and manage rental applications and correspondence.
5. Screen rental applicants for available units based on predetermined criteria.
6. Manage multiple rental applicants and coordinate interview process between property managers and applicants.
7. Manage records of move-ins, move-outs, and transfers.
8. Assist with annual tenant certifications to comply with State, City, and investor regulations.
9. Assists with the preparation and submission of ongoing certification and compliance information.
10. Assist property management with rent collection and management. Coordinate as needed with Finance.
11. Assist with managing office equipment (i.e supplies, repairs, etc.)
12. Track office supplies inventory and assist with purchasing as directed.
13. Attend housing fairs and other outreach events.
14. Performs other duties as assigned.

#### Qualifications and Education Requirements

1. High school diploma or its equivalent.
2. Leasing experience preferred.

3. Bilingual English/Spanish necessary.
4. Good communication, writing, computer and organizational skills necessary. Must be familiar and proficient in Excel.
5. Knowledge of Fair Housing Laws and regulations preferred.
6. Able to complete basic calculations and analysis of numbers using Excel or calculator.
7. Must demonstrate integrity and commitment to the organization's mission and values.
8. Must have transportation and a valid Driver's License.

**Scope of Responsibility:**

The responsibility of the Property Management Clerk is to effectively follow the leasing and marketing and retention programs within the LUCHA guidelines and operating objectives.

**Physical Requirements**

This position regularly requires the incumbent to sit, stand, speak and operate a personal computer. Occasional walking and lifting up to 15 pounds. 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](http://www.lucha.org).

Approved By:		Date:	
Received By:		Date:	
Last Updated By:		Date/Time:	3/9/2022