

Job Title:	Property Manager	Job Category:	Exempt
Department/Group:	Property Management	Reports To:	Director of Affordable Housing / Executive Director
Location:	3541 W. North Avenue, Chicago, IL	Travel Required:	Yes
Level/Salary Range:	Starting at \$55,000	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, Emergency Housing Repair and Assistance, Home Buyer Counseling, Foreclosure Prevention and Legal Assistance. LUCHA owns and operates 153 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 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 ensuring that buildings are always maintained in a manner that assures decent and safe housing and compliance with lenders/investors. The Property Manager carries out responsibilities in some or all of the following functional areas:

Role and Responsibilities

1. 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 and with respect to confidentiality and security requirements. 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.
2. Implement and enforce established policies and procedures for monitoring compliance with Section 42, Fair Housing, state and local requirements. Track and implement updates as necessary. Prepare and deliver compliance reports as necessary.
3. Manage and lead the completion of new move-in files, lease renewals and annual income recertifications.
4. Conduct marketing and manage waitlist and tenant applications in accordance with Tenant Selection Plan and Affirmative Fair Housing Marketing Plan with goal of minimizing vacancies.
5. Ensure rents and late fees/check charges are collected, posted and deposited in a timely manner.
6. Oversee and manage rental subsidy contracts and reporting requirements
7. Prepare and/or implement procedures and software systems within LUCHA's guidelines to ensure orderly, efficient workflow and optimum property operations.
8. Maintain positive tenant relations and implement grievance procedure per policy.
9. Ensure distribution of informational notices (i.e., bad weather, emergency, etc.).
10. Consistently implement policies of the properties.
11. Oversee eviction process and assist resident services with eviction prevention
12. Ensure staff retention through ongoing training, instruction, and leadership.
13. Manage staff schedules and assignments.
14. Oversight of property conditions assuring all properties are in market ready, decent and safe condition.
15. Lead annual inspections for current tenants and coordinate inspections with 3rd parties, such as the Chicago Housing Authority, City of Chicago Housing Department, etc.
16. Maintains ongoing relationships with tenants, responding to tenant concerns and issues.
17. Ensure accurate records of all property's transactions and submit on timely basis (i.e., rent rolls, delinquency reports, move-in/move-outs, transfers, etc.).
18. Coordinates preparation and inspection of unit vacancies for leasing with minimal time for turn-over.
19. Oversee and manage service contracts to the developments and LUCHA properties.

20. Oversee and manage purchasing and inventory for developments per LUCHA policy.
21. Participate in annual budgeting and capital planning for developments.
22. Assist with managing insurance coverage for the developments.
23. Assist with managing real estate tax payments with Finance and assist with appeals.

Qualifications and Education Requirements

1. High school diploma or its equivalent. College degree preferred.
2. Position requires a minimum of 4 years in property management of affordable housing; will consider supervisory experience in a customer service related business with appropriate certification(s).
3. Low Income Housing Tax Credit Specialist and/or Certified Occupancy Specialist or similar certification is required (if not held, will be required within 120 days of hire).
4. Real Estate Broker’s license preferred or Leasing License acceptable
5. Computer literate, specifically MS Word, Excel and Outlook for Windows; YARDI or Real Page experience a plus.
6. Ability to work well with others and manage/motivate staff.
7. Strong problem solving and quantitative skills.
8. Self-motivated and able to work independently and manage workload and staffing.
9. Ability to work with people from diverse social, cultural and economic backgrounds.
10. Ability to communicate effectively, both orally and in writing.
11. Bilingual English/Spanish required.
12. Conscientious and detail oriented.
13. Ability to work effectively in a team environment.
14. Must demonstrate professional integrity and commitment to the organization’s mission and values.
15. Able to work on-call after hours to address emergency issues.
16. Must have transportation and a valid Driver’s 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

There is frequent need to stand, stoop, walk, lift heavy objects (up to 10 pounds) and perform other similar actions during the course of 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:	
Last Updated By:		Date/Time:	5/25/22