

## Assistant Property Manager

Brick Property Management Services, LLC is currently seeking an outgoing individual with excellent property management and customer service skills to join us in Lebanon County, PA. Under the direction of the property manager, this individual will be responsible for the overall success of day-to-day operations and management of the property. The ideal candidate will be well organized, self-motivated, energetic, outgoing, and have a positive attitude.

### **Duties Include:**

- Interviews and processes eligible households for rental assistance and affordable housing programs. Processes the applications and information received from these families and determines their eligibility for the program.
- Verifies income, assets, medical or unusual expenses and assisted dwelling information; enters data into computer generating rent, utility allowance and escrow calculations.
- Prepares necessary forms and secures signatures to finalize agreements between clients, and the owner/management company.
- Performs annual reexaminations as well as computing any interim rent changes. Assists participants to complete and sign all papers related to beginning housing assistance, interims, and annual recertifications, explaining in terms the client understands to ensure compliance with program rules.
- Assists tenants with issues; addressing complaints and resolving problems.
- Implements company policy within the project.
- Executes contracts for insurance, materials, supplies and equipment.
- Directs public relations activities.
- Meets with tenant groups to help evaluate needs and develop plans for improvement.
- Makes regular and special inspection tours of the project including, move-out, move-in and annual inspections.
- Supervises the transfer of tenants from one apartment to another.
- Interviews tenants who are delinquent in rent payment or who have other serious problems.
- Complete required data entry and documentation related to move-in and move-out processes.
- Assist in orientation of new residents.
- Respond to emergency call system and summon appropriate help.
- Travel throughout Lebanon County to perform other job functions at assigned offices.
- Establishes, maintains, and updates various logs and books related to the orderly maintenance of records. Ensures all computer records of all clients are accurate and current. Promptly and accurately maintains all file documentation.
- Prepares monthly and annual reports and attends meetings as necessary.
- On call in rotation, approximately every eight weeks.
- Fosters a positive relationship with clients and management.
- Audits client files for compliance with HUD and other regulations.
- Maintains professional demeanor at all times.
- Performs other related essential duties and tasks as assigned.

### **Competencies Include:**

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations. Must be able to interact positively with senior citizens, persons with handicaps, disabilities and other challenges. Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; responds well to questions.
- Written Communication - Writes clearly and informatively.
- Teamwork - Exhibits objectivity and openness to others' views.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Diversity - Shows respect and sensitivity for cultural differences and for persons with infirmities and mental/physical disabilities.
- Ethics - Treats people with respect.
- Organizational Support - Follows policies and procedures.

- Independent work – Must have the ability to work independently with supervision provided from a remote location.

**Qualifications:**

- Proficient in Excel and Word
- At least one year experience in LIHTC or HUD preferred
- Experience in performing Annual/Interim Certification for LIHTC or HUD and processing third party verification preferred
- Knowledgeable of the Department of Housing and Urban Development (HUD) regulations and the ability to interpret these regulations for Section 8 and LIHTC programs
- Experience and education must demonstrate meticulous attention to detail with the ability to outline, organize and establish priorities for work and maintain productivity.
- Must possess strong math and organizational skills
- Timeliness in meeting deadlines is essential
- High school diploma; associate's or bachelor's degree a plus
- Bilingual Spanish a plus

**Certificate, Licenses and Registration:**

- Incumbent must obtain their housing specialist certification within one (1) year of employment
- Incumbent must obtain their PA real estate license within 18 months of employment

To apply, email resumes to: [mkrepps@murrayins.com](mailto:mkrepps@murrayins.com)