

**THE RESURRECTION PROJECT
JOB DESCRIPTION**

Position Title	Property Manager
Supervisory Relationship	Senior Property Manager
Organization General Description	The Resurrection Project (TRP) is a 501(c)(3) community development organization. Founded by a coalition of Pilsen churches in 1990, The Resurrection Project's mission is to build relationships and challenge people to act on their faith and values to create healthy communities through organizing, education and community development. The organization primarily serves low and moderate-income families in Pilsen, Little Village, Back of the Yards and Melrose Park.
Division Purpose	The primary focus of the Property Management division is the management of the social, fiscal, and physical aspects in the operation of TRP owned residential, commercial, and community properties.
General Job Description	<p>The Property Manager is responsible for tenant relations, leasing vacant apartments, lease re-certifications, property inspections, rent collections, evictions, budgets, and coordinating building maintenance. The Property Manager is responsible for strategic planning of the department and working with other departments to further the overall mission of the organization.</p> <p>The immediate objective of the Property Manager is to keep in compliance the portfolio properties and strive to improve all aspects of assets, including providing excellent customer service. The Property Manager will work closely with all Property Management staff to accomplish identified organizational goals.</p> <p>Property Manager will assist in preparation of annual budget and monitor expenses and complete monthly variance report created by accounting department.</p> <p>Property Managers will work hand in hand with the maintenance department to ensure for the provision of excellence in housing standards.</p> <p>Property Managers are on call 24hrs a day for emergencies.</p> <p>Additional duties of the Property Manager include promotion and relationship building efforts related to other TRP initiatives, products, and/or services such as Community Programs, Organizing, Financial Wellness, Resource Development, and others as needed.</p>
Primary Job Duties and Responsibilities	<p><u>Tenant Relations</u></p> <ol style="list-style-type: none">1. Maintain effective tenant relations with all tenants in order to ensure they are aware of their rights and responsibilities.2. Resolve tenant issues, concerns, disputes as needed.3. Work in conjunction with other departments to provide excellence in housing.4. Prepare notices for residents in regards to upcoming meetings, access to units, inspections, and general building notices.5. Prepare lease violation letters to tenants that breach lease, building rules, lease riders or other similar violations. Provide as much as information as possible and highlight areas that tenant failed to comply.6. Meet with tenants on a quarterly basis in regards to building issues, management updates, and seasonal changes.7. Coordinate Move-In and Move-out inspections.8. Hold monthly property meetings and/or create for approval monthly newsletters.9. Maintain updated tenant contact information in Property Management Software.10. Coordinate all pest related issues including attending and monitoring treatment processes.11. Keep inventory of keys for properties and parking lot parking space assignments and permits issued.12. Develop and maintain working knowledge of Chicago Landlord Tenant Ordinance, Fair Housing law, and regulatory agreements with financial supporters, including but not limited to, programs with: the City of Chicago Department, Illinois Housing Development Authority (IHDA), HUD, CHA, CLIHTEF, LIHTCs, financial institutions, and other sources of renter subsidies and affordable rental financing. <p><u>Tenant lease re-certification/renewal</u></p> <ol style="list-style-type: none">1. Ensures that tenant files are completed accurately and in a timely manner.2. Conducts lease signing with tenants for renewals, new move-ins and recertifications.3. Meet with tenants to discuss lease violations within 2 days of the occurrence.

4. Periodically performs inspections of properties and notifies Maintenance Supervisor of work that is needed.
5. Keeps up-to date with developments in the field of compliance and regulatory requirements for properties.
6. Prepare and have approved lease violations and/or 30 day and /or 10 day notices for non-compliance with terms of leases.
7. Update property management software with Lease, Lease signing dates, and Lease Addendum's/Riders and Ensure compliance with the City of Chicago Residential Landlord Tenant Ordinance (RLTO, City of Chicago security deposit interest.

Rent Collections

1. Works with Senior Property Manager in monitoring tenant ledgers for delinquency.
2. Refers tenant to Financial Wellness Department to set up tenant's savings budget and/or refer them to social service agencies for financial assistance.
3. Update tenant accounts with subsidies as assigned by subsidy agencies.
4. Serve 5 and/or 30 day notices by tenth of each month for all tenant rents not paid.
5. Review tenant ledgers with Director of Property Management for discrepancies and make adjustments as necessary.
6. File unpaid 5 day notices by the 15th of each month to attorney.
7. Prepares documentation to initiate legal proceedings for eviction and/or collections of tenants who fail to pay rent and/other charges, for lease violations, or other characteristics.

Maintenance

1. Coordinates work orders with Maintenance.
2. Submits work orders property management software.
3. Makes sure work orders are being completed and charged accordingly.
4. Informs Maintenance Supervisor about new and upcoming vacancies and updates property management software.
5. Analyze with Maintenance Supervisor damages to vacant units.

Budgets and Reporting

1. Works together with Director of Property Management, Director of Finance to prepare and update property budgets.
2. Reviews all monthly reports financial/operational. Works with Director of Property Management to develop course of action to address un-budgeted required expenditures or those that would bring the project over budget.
3. Assist in maintaining all buildings and grounds in an acceptable manner and in accordance to Capital Improvement budget
4. Responsible for completing required reporting in a timely manner.

Performance Measures

1. Increase tenant attendance to TRP activities, workshops and planned events.
2. Achievement of 5% vacancy rate as maximum for entire portfolio.
3. Timely, quality production of compliance reports, marketing materials and other documents.
4. Achievement of 95% collection of rent on time.
5. Start eviction process within ten days of non-payment.
6. Effective management of property budget created.
7. Achievement of positive cash flow for entire portfolio.
8. Effective, strategic development of relationships with peers, leaders, and partners.
9. Maintain a network of among property management staff at other community organizations.

Essential Qualifications and Skills

1. A Bachelor's Degree is the preferred minimum educational level plus experience in property management, asset management, affordable housing, non-profits and/or community development.
2. Must have or be able to obtain certifications of Certified Occupancy Specialist/Tax Credit Specialist, Blended Occupancy Specialist, and Illinois Leasing License within 6 months of employment.
3. Public Housing rental housing guideline knowledge or the ability to obtain the RIM Public Housing Rent Calculation designation within six months of employment.
4. Attendance of the CHA Yardi training and passing the exam ensuring the issuance of a Yardi password.
5. Maintain Illinois Leasing License.

6. Obtain TCS Tax Credit Specialist Designation and update as required.
7. Bilingual - English/Spanish Preferred
8. Proficient knowledge of MS Office Suite, MS Excel, Property Management software, and Internet required.
9. Excellent written and oral communications skills; demonstrated public presentation skills.
10. Demonstrate ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds.
11. Highly motivated and demonstrated ability to work independently as well as part of a team.
12. Consistent attention to details.

Special Working Conditions and Demands

1. Willingness to work flexible hours as needed; evenings and weekends required.
2. Access to a car, valid driver's license, and ability to travel within the metropolitan area and sometimes out of state.
3. Must be able to visit construction work sites/hard hat areas, including walking and maneuvering on uncompleted floor surfaces, among construction materials and debris, and climbing stairs and ladders.
4. Maintain required job skills and all professional competencies. Attend and participate in required educational programs and staff meetings.
5. Cultivate, manage, and expand relationships with TRP member institutions, leaders, and partners to promote TRP's rental goals and organizational mission.
6. Perform other duties and projects as assigned.

Position Classification & Salary

Exempt. Salary commensurate with experience.

Prepared By

Director of Property Management

Preparation Date

March 6, 2019

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, or disability.

To Apply

Send resume and cover letter describing your skills and interest to trpjobs@resurrectionproject.org. No phone calls please.