

# THE RESURRECTION PROJECT

## Job Description



<b>Position Title</b>	Property Manager
<b>Supervisory Relationship</b>	Vice President of Property Management
<b>Organization General Description</b>	<p>After 25 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$431 million in community investment.</p>
<b>Pillar Purpose</b>	<p>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.</p>
<b>General Job Description</b>	<p>The Property Manager is responsible for tenant relations, sorting wait lists, leasing vacant apartments, lease re-certifications, property inspections, rent collections, evictions, budgets, government and financial compliance, internal and external reporting, 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>The Property Manager will assist in preparation of annual budgets, monitor expenses, and complete monthly variance reports created by the Accounting department.</p> <p>The Property Manager will work hand-in-hand with the Maintenance department to ensure the provision of excellence in housing standards.</p> <p>The Property Manager is on call 24 hours 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>
<b>Job Duties and Responsibilities</b>	<p><u>Tenant Relations</u></p> <ol style="list-style-type: none"><li>1. Maintain effective tenant relations with all tenants in order to ensure they are aware of their rights and responsibilities.</li><li>2. Resolve tenant issues, concerns, and disputes as needed.</li><li>3. Work in conjunction with other departments to provide excellence in housing.</li><li>4. Prepare notices for residents in regards to upcoming meetings, access to units, inspections, and general building notices.</li><li>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 the tenant failed to comply.</li><li>6. Meet with tenants on a quarterly basis in regards to building issues, management updates, and seasonal changes.</li><li>7. Coordinate move-in and move-out inspections.</li><li>8. Hold monthly property meetings and/or create content for approved monthly newsletters.</li></ol>

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9. Maintain updated tenant contact information in HDS management software.
10. Coordinate all pest-related issues including attending and monitoring treatment processes.
11. Keep inventory of keys for properties and parking lot 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, Illinois Housing Development Authority (IHDA), HUD, CHA, CLIHTF, LIHTCs, financial institutions, and other sources of renter subsidies and affordable rental financing.

### Leasing and Occupancy

1. Inspect available vacancies and work with Maintenance and/or contractors to create scope of work needed to prep for occupancy.
2. Identify qualified applicants from waitlist to available units.
3. Notify applicants of availability and schedule appointments for and show ready-to-rent apartments.
4. Develop and maintain accurate client files and client tracking system.
5. Analyze information given by applicants to determine eligibility.
6. Ensure that all compliance requirements of the applicant, applicant files, and properties are completed accurately and in a timely manner.
7. Verify applicants' employment, rental background, and determine credit eligibility.
8. Prepare all lease documentation in advance. Set up date and time to sign lease. Explain all lease rules, building rules, and lease riders to all households of age 18 and over.
9. Promote rental housing opportunities through the timely development and distribution of marketing materials.
10. Assist in the development and implementation of the marketing plans for TRP's rental housing opportunities.
11. Update required policies and/or other documents as required.
12. Maintain Illinois Leasing License.
13. Obtain TCS Tax Credit Specialist Designation and update as required.
14. Ability to manage affordable and market rate or commercial properties.
15. Strategize lease-up plans for new developments and meet deadlines for lease-ups established by TRP/funders and/or partners.
16. Represent TRP and actively market TRP's housing opportunities at workshops, housing fairs, and other public events.

### Compliance Reporting & Tenant Lease Re-Certification/Renewal

1. Ensure that all compliance requirements of the properties, property operations, funders/ partners and tenant files are completed accurately and in a timely manner.
2. Complete tenant annual re-certification in a timely manner by notifying tenants of upcoming lease renewals 120 days prior to expiration, and complete income/asset certification process timely.
3. Collect required documentation from tenants and calculate income eligibility.
4. Meet with tenants to discuss lease violations within two days of the occurrence.
5. Periodically perform inspections of properties and notify the Maintenance Supervisor of work that is needed.
6. Keep up to date with developments in the field of compliance and regulatory requirements for properties.
7. Prepare and have approved lease violations and/or 30-day and/or 10-day notices for non-compliance with terms of leases.
8. Prepare compliance reports for all financial partners, i.e. DOH owner annual certification and

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HOME reports, IHDA monthly reports, IHDA annual reports, NEF Quarterly Reports, IHDA annual and monthly reports, private lenders, Community Investment Corporation, FHLB, CLIHTF, CHA, other public and private entities as requested.

9. Update HDS management software, Lease, and Lease Addendum's/Riders with IHDA/LIHTC income and rent limits, CHA utility allowance, and ensure compliance with the City of Chicago Residential Landlord Tenant Ordinance (RLTO), City of Chicago security deposit interest, IHDA, HUD and Class 9 limits.

### Rent Collections

1. Works with the Tenant Account Specialist in the Accounting department to monitor tenant ledgers for delinquency.
2. Refer tenants to the Financial Wellness department to create tenants' savings budgets and/or refer them to social service agencies for financial assistance.
3. Update tenant accounts with subsidies as assigned by subsidy agencies.
4. Serve five-day notices by the 10th of each month for all tenant rents not paid.
5. Review tenant ledgers with TAS for discrepancies and make adjustments as necessary.
6. File unpaid five-day notices by the 15th of each month to attorney approved by VP of PM.
7. Prepare documentation to initiate legal proceedings for eviction and/or collections of tenants who fail to pay rent and/or other charges for lease violations or other characteristics.

### Maintenance

1. Coordinates work orders with maintenance staff.
2. Submit work orders in HDS management software.
3. Ensure work orders are being completed and charged accordingly.
4. Inform Maintenance Supervisor about new and upcoming vacancies and update in HDS.
5. Analyze damage to vacant units with Maintenance Supervisor.

### Budgets and Reporting

1. Work together with Vice President of Property Management and Financial Analyst to prepare and update property budgets.
2. Review all monthly financial/operational reports. Work with Vice President 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 the Capital Improvement budget.
4. Responsible for completing required reporting in a timely manner.

### **Performance Measures**

- Increase tenant attendance to TRP activities, workshops, and planned events.
- Achievement of 5% vacancy rate as maximum for entire portfolio.
- Timely, quality production of compliance reports, marketing materials, and other documents.
- Achievement of 100% collection of rent on time.
- Start eviction process within 10 days of non-payment.
- Effective management of created property budget.
- Achievement of positive cash flow for entire portfolio.
- Effective strategic development of relationships with peers, leaders, and partners.
- Effective and consistent execution of supervisor responsibilities, including coaching, mentoring, evaluation, training, and development.
- Maintain a network of property management staff from other community organizations.

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### Essential Knowledge and Skills

- A Bachelor's Degree is the preferred minimum educational level plus experience in property management, asset management, affordable housing, nonprofits and/or community development.
- Must have or be able to obtain certifications of Certified Occupancy Specialist/Tax Credit Specialist, Blended Occupancy Specialist, and Illinois Leasing License within six months of employment.
- Bilingual in English/Spanish preferred.
- Proficient knowledge of MS Office Suite, MS Excel, Property Management software, and internet required.
- Excellent written and oral communications skills; demonstrated public presentation skills.
- Demonstrate ability to build relationships and work effectively with people of diverse social, faith, economic, and racial/ethnic backgrounds.
- Highly motivated and demonstrated ability to work independently as well as part of a team.
- 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 Updated By

Full-Time, Exempt. Salary commensurate with experience.

Vice President of Property Management

### Preparation Date

2/3/17

### Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

### Application Instructions Contact Information

Please send resume and cover letter by email or mail. No phone calls please.

Email: [trpjobs@resurrectionproject.org](mailto:trpjobs@resurrectionproject.org)

Mail: Human Resources, 1818 South Paulina, Chicago, IL 60608