



# PROPERTY MANAGEMENT COMPLIANCE TEAM MEMBER INTAKE JOB DESCRIPTION

**POSITION TITLE:** Property Management Compliance Team Member - Intake

**SUPERVISOR:** Property Management Compliance Officer

**Job Type:** Full Time **Compensation:** \$17/hr

**Benefits:** Medical, Dental, Vision, Paid Time Off (Flex/Holiday) after 90 days. Vacation after 1 year

**POSITION SUMMARY:**

The Property Management Compliance Team Member performs multiple tasks necessary to ensure consistent operation of Property Management Intake and Recertification. You will be responsible to complete annual recertification's, IR's, move ins and lease execution at affordable housing sites located in Lane and Linn County. These sites have LIHTC, HOME and MHP funding.

The Property Management Compliance Team Member is called upon to function in the following areas:

## Responsibilities

- Maintain optimum level of occupancy through wait list management and proactive marketing
- Process timely and accurate move-ins, move-outs, and recertification's
- Process and assist annual and interim recertification's in compliance with SVDP's guidelines, local, state, and federal regulations.
- Communicate with applicants regarding: the waitlist, intake application.
- Communicate with third parties regarding: the waitlist, verifications
- Process and review rental applications for multiple programs following property and agency standards
- Maintain compliance with all state and federal program regulations relating to the properties
- Prepare or oversee preparation for file audits
- Ensure property compliance by maintaining the compliance percentage for Low Income Housing Tax Credit, or any other applicable programs
- Ensure the accuracy of files, verification and TIC's
- Work with the SVDP compliance department lead to investigate/resolve errors
- Manage marketing according to the Affirmative Fair Housing Marketing Plan and update as necessary
- Ensure the properties files are organized and maintained.
- Complete annual in house file audits.
- Resolve resident issues and conflicts in a timely manner in accordance with LIHTC, HOME and MHP guidelines
- Complete the annual owner's certifications required for the affordable programs
- Knowledge and prior experience processing and completing intakes and recertification's at a Affordable Housing site.
- Knowledge and prior experience preparing Affordable Housing Properties for audits.
- Address resident concerns in a professional manner, Coordinate/Contact residents with notices for their annual recertification's.
- Ensure residents adhere to the lease in regards to certifications.
- Coordinate and execute all Move ins
- Execute new leases
- Track and fill vacant units
- Track and complete annual recertification's
- Operate in an efficient, timely, and expedient manner
- Make sound decisions that support the business plan
- Continuously focused on improving efficiency, and effectiveness
- Assist and train new staff on all the processes and ensure that units are filled timely and all files are maintained and up to date in accordance the Federal, State, Local laws and program regulations

## REQUIRED QUALIFICATIONS

- Ability to work independently, organize tasks, manage time and prioritize projects and tasks.
- Ability to work as a team to ensure all certs are completed timely and vacancies are filled timely
- High school education or equivalent.
- Proficient computer skills, including Microsoft Office (Word, Excel, Outlook, etc.).
- Excellent writing and communication skills with the ability to multi-task.
- Strong work ethic, enthusiastic, proactive, well organized and mature.
- Must maintain a professional image with residents, vendors, contractors, investors
- Demonstrated written and oral communication skills
- Demonstrated ability to work independently and as a team
- Minimum two years of clerical or administrative experience
- Ability and willing to work cooperatively with others
- High degree of discretion dealing with confidential information
- Ability to prioritize tasks to meet strict deadlines
- Maintain work area keeping clean and free from clutter
- Driver's License (Required)

## PREFERRED QUALIFICATIONS

- Experience maintaining an Access database system
- Experience working for a non-profit organization
- 10-key proficiency
- Experience preparing bulk mail
- Experience in Property Management preferred
- Bi-Lingual (Spanish/English)
- Knowledge and experience using Tenant Tech
- Tax credit, HOME, RD, PB Sect 8 knowledge is preferred
- Knowledge of Department of Housing and Urban Development, RD rules and regulations.
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, LIHTC, MHP, HOME rules and regulations.
- YARDI Software

## PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

### *Physical Demands*

- Sit for long periods of time, stand, climb up and down stairs
- Speak or hear, both in person and over the phone
- Use hands to operate general office equipment
- Use hand and fingers to break out files and put away paperwork
- Reach with hands and arms and lift up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- Use hands to write

### *Mental Demands*

While performing the duties of this job, employees are regularly required to do:

- This position has a high priority for accuracy and detail
- Manage stress, this is a high stress position
- Be efficient in a high production environment processing large volumes of paperwork on a timely basis
- Work under deadlines with frequent interruptions
- Must have ability to set priorities on a continual basis and meet all timelines
- Speed, attention to detail and accuracy are required to ensure processing of application forms with a low error rate
- Confidentiality must be maintained at all times
- Interact with persons from diverse backgrounds who may be confused, irrational, irate or hostile
- Interact with division management and staff; financial and executive-level staff
- Use written and oral communication skills
- Read and interpret data, information and documents