



**PROPERTY MANAGEMENT**  
**Rents and Accounting Office Manager**  
**JOB DESCRIPTION**

**POSITION TITLE:** **Rents and Accounting Office Manager**

**SUPERVISOR:** Property Management Director

**COMPENSATION:** **24.00** HOURLY WAGE, 40 hours a week, Medical, Dental, Vision, Holiday and Flextime after 90 days, Vacation after 1 year.

**POSITION SUMMARY:**

The Property Management Rent Processor performs multiple tasks necessary to ensure consistent operation of Property Management Account Receivables and Accounts Payable. The Property Management Rent Processor is called upon to function in the following areas:

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Process all rents.
  - This includes receiving rents from account and making sure they are acceptable to be processed.
  - Tracking all rent payments on an excel spreadsheet and in the database for current and past tenants.
  - Returning any unacceptable payments to agencies or tenants.
  - Writing notices for non-payment of any account billing, including rents by the deadline.
2. General office duties such as answering phone, filing, data entry, and use of basic office equipment.
3. Keeping a phone contact log at all times.
4. Communicate with agencies and tenants (oral or written) regarding rents and rules.
5. Multi-task, write clearly, spell correctly, pay attention to detail and be organized.
6. Generate reports in excel and database by their deadlines.
7. Process paperwork and occasionally attend court evictions for non-payment.
  - This includes filing with the agency for courts evictions with proper paperwork.
  - Gathering all documents for an attorney.
  - Being present during a court trial as a witness of the non-payment with the documentation.
8. Process rental references for current and past tenants.
9. Creating payment agreements for current, non-rent, account bills.
10. Creating rent credit letters and process for return payments to tenants/agencies
11. Process and mail rent increase or rent decrease letters to agencies and tenants.
12. Ability to keep confidential information in regards to record keeping
13. Process move-ins and move-outs in spreadsheets and data system
14. Process subsidy contracts and data entry
15. Oversee and backup for Dispositions (Final Accounting) paperwork
16. Oversee and backup for Invoices
17. Oversee and backup for MHP Properties (Rent Processor)
18. Oversee and train Rent Processor, Dispo Processor & Invoice Positions
19. Track vacancy loss & vacancy rate on spreadsheets for submission
20. Track vacancy rent loss on spreadsheets and submit to accounting
21. Track Contract Bed, GPD & Homespace unit rent on spreadsheet and submit to accounting
22. Track unit rent on all on-sites on spreadsheet per month and submit to Payroll

**REQUIRED QUALIFICATIONS**

- High School diploma or GED
- Experience with YARDI

- Affordable housing experience (LIHTC, HOME, Voucher processing, etc.).
- Demonstrated written and oral communication skills
- Demonstrated ability to work independently and as a team
- Proficiency with Microsoft word and excel software
- Knowledge and ability to operate general office equipment and telephone systems
- Must have excellent interpersonal skills and be able to work cooperatively with, supervise, and train others
- High degree of discretion dealing with confidential information
- Ability to prioritize tasks to meet strict deadlines
- Exceptionally well organized
- Communicate well with people from all backgrounds
- Maintain work area keeping clean and free from clutter
- Accounting skills, may be asked for proof skills
- Work Mon.- Fri. 8:30am-5:00pm

### **PREFERRED QUALIFICATIONS**

- Experience maintaining an Access database system
- 10-key proficiency
- Experience preparing bulk mail
- Bi-Lingual (Spanish/English)
- 1 year's office experience

### **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 and type.

#### *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
- Analyze and solve non-routine and complex office administrative problems
- Use math or mathematical reasoning
- Learn and apply new information skills

I understand that this list may not exhaust every situation and Property Management reserves the right to assign additional duties deemed necessary. I understand the above duties and responsibilities which have been described for the Rent Processor position. I agree to perform the listed job duties, as well as any other duties assigned while an employee of St. Vincent de Paul.

The attachments, Confidentiality Policy and Ethical Principles, are an addendum to the job description. This is not a contract.

*This agreement supersedes any prior agreements.*

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Signature

Date

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Property Management Director

Date