



## Lease Compliance Manager

The Lease Compliance Manager leads, trains and guides a team of Lease Compliance Specialists, 504 Coordinator, and Lease Compliance Assistant to perform tenant education, issue notices, filing and court appearances, and timely process reasonable accommodations necessary to ensure consistent operation of properties. The Lease Compliance Manager is called upon to function in the following areas:

- Establish and promote a positive community environment.
- Organize and coordinate the completion of tenant education about lease compliance.
- Organize and coordinate the execution of notices of non-compliance
- File and attend court hearings on notices
- Track lease compliance issues and ensure completion in a timely manner through the Portfolio Management team
- Prioritize tasks to ensure all are completed timely.
- Organize and coordinate training of staff (504 Coordinator Resident Retention Team, and Portfolio Manager Assistant)
- Organize, coordinate and respond to afterhours pager
- Review and approve time cards for the Portfolio Management team
- Other duties as assigned.

### SPECIFIC RESPONSIBILITIES

- Serve as a liaison between tenants and staff of St. Vincent de Paul Property Management.
- Maintain a written log of all communication with tenants. This includes any incidents witnessed or heard in the performance of ordinary duties.
- Notify Team Leads and PM Director of emergency situations.
- Organize and coordinate posting of notices and other tenant communication door to door, as needed.
- Support and train Portfolio Management team.
- File evictions in court, attend court hearings as needed.
- Check email at least every two hours to maintain communication with other staff.
- Check voicemails often and return all calls within 24 hours.
- Maintain availability by cell phone at all times during business hours.
- Prioritize tasks to ensure all are completed timely.
- Track and ensure timely completion of tasks assigned to you and Portfolio Management team.
- A valid driver's license and pass SVDP screening for driving is required.
- Abide by fair housing laws and regulations, Promote and enforce fair housing regulations.

## **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**

- Stand/walk for long periods of time, sit, bend, stoop and climb up and down stairs
- Speak or hear, both in person and over the phone
- Use hands to operate general tools and maintenance equipment
- Use legs, arms, hands, and fingers regularly for cleaning, landscape/maintenance repairs, hauling and paperwork
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- Use equipment regularly including maintenance tools and landscaping equipment

### **MENTAL DEMANDS**

- This position has a high priority for accuracy and detail
- Manage stress, this can be a high stress position
- Be efficient in a high production environment processing 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
- Confidentiality must be maintained at all times
- Interact with people from diverse backgrounds who may be confused, irrational, irate or hostile
- Interact with division management and staff
- Use written and oral communication skills
- Read and interpret data, information and documents
- Use math or mathematical reasoning
- Learn and apply new information

**Pay:** From \$55,000.00 per year

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_