**Intake Compliance Manager – Property Management**

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

The Property Management Compliance Manager performs multiple tasks necessary to ensure consistent operation of Property Management Waitlist, Intake, Recertification and Leasing. The Property Management Compliance Manager is called upon to function in the following areas:

* General office duties such as: answer phone, filing, data entry, generating correspondence, word processing, and use of basic office equipment.
* Must have a working knowledge of the file and paperwork compliance for GHAP, LIHTC, HOME, RD, and HUD project-based Section 8, PRAC 202 and 811 PRA DEMO programs
* Maintain and ensure that SVDP complies with all local, state and federal regulations per the properties funding requirements. (GHAP, LIHTC, HOME, RD, and HUD project-based Section 8, PRAC 202 and 811 PRA DEMO programs) for 36 + sites
* Receive, track, process, complete, and pass annual audits from investors, the state and city
* Track and ensure timely completion of all annual recerts and interim certs for all SVdP properties
* Oversee staff of about 8 people who help process waitlists, intakes, recerts, and leases for all SVdP properties
* Track and complete annual HUD contract renewals for 7 properties
* Communicate well with federal agencies, outside agencies, co-workers and staff
* Keep and set priorities in a high stress job
* Be exceptionally well organized to ensure all deadlines are met
* Be an exceptional communicator to ensure clear instruction and expectations of staff
* Communicate with tenants regarding annual recertifications, adding/removing tenants to the household
* Communicate with applicants regarding waitlist, intake application
* Communicate with third parties regarding waitlist, verifications
* File SVdP’s Tax Exemption for all sites as needed
* Track, process, and complete annual rent increases for all SVdP properties
* Track, process and complete annual tax exemption paperwork for city and county exemptions
* Train and educate staff on program compliance.
* Review files for funding compliance, consistency and accuracy to ensure file audits are passed
* This list is not all-inclusive, and other duties may be assigned

**Required Qualifications:**

* High School diploma or GED
* Demonstrated written and oral communication skills
* Demonstrated ability to work independently and as a team
* Minimum two years of clerical or administrative experience
* Typing skills
* Word processing skills
* Proficiency with Microsoft Office software
* Knowledge and ability to operate general office equipment and telephone systems
* Ability and willing to work cooperatively with others
* High degree of discretion dealing with confidential information
* Ability to prioritize tasks to meet strict deadlines
* Exceptional well organized
* Communicate well with people from all lifestyles
* Maintain work area clean and free from clutter

**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
* Valid Driver’s License and insured vehicle
* Bilingual (Spanish/English)

**Specific Responsibilities**

**General office duties:**

* Answer calls from upset/angry tenants
* Explain complex rules and regulations
* Create and/or modify forms using Microsoft Office
* Maintain filing system
* Learn and use web-based property management software
* Create tenant correspondence
* Create, update, and maintain tenant database
* Prepare outgoing mail including bulk mail
* Use fax machine, copier, multi-line phone, calculator, printer and PC daily
* Check email and voicemails at least every two hours to maintain efficient communication
* Correspond with third parties for verification
* Monitor property portfolio for vacancies and re-certifications
* Enter data from waitlist applications into YARDI, ensuring that it processed correctly, and a good audit trail is maintained.
* Perform internet research to gather contact information for third party verifications
* Always maintain a professional relationship with all tenants
* Maintain appropriate interpersonal relationships with co-workers
* At any time when time off is needed for appointments or vacation, submit proper form
* Request time off at least two weeks in advance. If an emergency arises, contact Property Management Director
* Must be at work, ready to work at scheduled work times

**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***

* 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