JOB DESCRIPTION FOR: Property Manager
WORK SCHEDULE: Full Time, Salaried
EXEMPT/NON-EXEMPT: Non-Exempt
SUPERVISOR’S TITLE: Executive Director
POSITIONS SUPERVISED: None

GENERAL DESCRIPTION:
Program Manager performs tenant liaison duties for Front Steps’, including application processing, screen and select tenants, assist tenants in maintaining housing, ensures Front Steps property Standards for the properties and landlord responsibilities are compliant with federal, state and local rules and regulations for property management.

POSITION RESPONSIBILITIES:
In accordance with the philosophy, mission, and policies of the organization, the Property Manager’s responsibilities include, but are not limited to:
• Create, facilitate and oversee policy guidelines
• Assure that all program records, files and statistics are recorded in a timely manner.

Administrative/Communications
• Facilitate the application process answering information calls and requests for applications
• Review and process completed applications for eligibility based on project guidelines and interview applicants
• Show available units to prospective tenants
• Coordinates move-in-process with prospective tenant, case managers/service provider, when applicable
• Completes all move-in documentation including lease, addendums, income verifications
• Orinates tenant to unit, building and neighborhood
• Inspects all units and common areas, at least quarterly and performs all follow up regarding housekeeping and related issues according to Front Steps Standards
• Reviews monthly Rent Logs and ensures prompt follow up of non-payment activity
• Negotiated tenancy agreements enabling continued tenancy, if in jeopardy of losing their housing
• Works collaboratively with all parties to resolve site-related problems
• Prepares and serves tenant warnings and notices accurately and professionally
• Initiates terminations, once approved by Executive Director, in accordance with Ohio Landlord-Tenant Law and Front Steps’ eviction policy
• Works collaboratively with legal counsel in completing court-ordered evictions
• Prepares and completes annual tenant re-certifications and releases (ROI)
• Completes all move-out processes within three (3) days of tenant termination; ensures security deposit refunds are completed within 30 days
• Maintains all files accurately and orderly
• Maintain and purge waiting list according to guidelines
• Assures quality customer relations with clients, outside agencies and the general public via phone and in person resolving questions, concerns and complaints

Organizational & Community Participation
• Prepares correspondence and reports for agency as necessary and required
• Maintain Tenant Database
• Assumesh additional responsibilities and performs special projects as needed or directed.
• Maintain knowledge of community resources
• Attend Board and Board Committee meetings as requested by the Executive Director.
• Other duties as assigned by the Executive Director.
• Coordinate and facilitate rental agreements between Front Steps and residents and CMHA and EDEN

LEVEL OF EDUCATION/TRAINING/QUALIFICATIONS
Bachelor’s degree in social services or related field preferred. Minimum three (3) years related work experience.

SKILLS REQUIRED:
Strong oral and written communication skills. Detailed oriented, well organized and able to handle multiple projects simultaneously. Team player with the ability to function independently. Experience with Homeless database and the ability to work with a diverse group of people. Experience in working with the homeless severe mental disabled population.

PHYSICAL DEMANDS:
Position may include physical requirements including but not limited to: constant standing, bilateral reach and handling ability; constant and fingering and pinch grip; ability to lift and carry up to 15 lbs.

WORK CONDITIONS:
Work flexible and varying schedule including weekends and nights as required. General office equipment and phone systems additional equipment that may vary with vocation.

REQUIRED CERTIFICATION/LICENSE:
Must have own vehicle and a valid driver’s license and automotive insurance. Must provide the agency with proof of valid automotive insurance yearly. Must not have more than 6 points on their license. Must provide copies of degree if applicable.

JOB DESCRIPTION REVIEW
I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without and accommodation. I understand that if I will need an accommodation for this position, I will inform the supervisor or a representative from the Human Resources Department of my accommodation needs.

Employee Signature

Date

I certify that I have received a copy of my job description.

Dates of annual review of job description and updates, if necessary, and authorized signature of approval
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