



POSITION DESCRIPTION

Job Title: Assistant Site Manager- HUD Properties (shared)

Department: **Property Management** Location: **Assigned Bellwether Property**

Reports to: **Site Manager**

X Full-time: Exempt

Part-time: X Non-exempt

Position Summary:

Assist Site Manager at three HUD properties. Assist to maintain HUD wait lists. Contact applicants for HUD intake appointments, as well as the leasing of non- HUD units, completing leasing and move in tasks in accordance with Bellwether policies. Assist Site Manager in promoting a “sense of community” among residents with activities and services, working to solve problems and facilitate a responsible and positive community. Assist with ongoing certification of residents as prescribed by Bellwether procedures. Maintain tenant contact information including parking and storage rosters.

Position Responsibilities:

Ensure excellent customer services to residents and prospective residents.

- Provide professional, responsive, unbiased, caring and knowledgeable interactions with applicants and current residents.
- Possess knowledge of Bellwether policies, landlord tenant law, fair housing laws, and property management software procedures.
- Be approachable, pleasant, professional, and knowledgeable in all interactions with applicants and current residents.
- Act in a calm, rational and professional manner in problem solving with tenants and staff.
- Maintain confidentiality of applicant and tenant information.
- Assist residents with SHA paperwork, reviewing for accuracy before submitting to SHA on their behalf.
- Maintain accurate file set up, filing and archiving of tenant files, including maintaining accurate tenant contact list.

Manage leasing, maintenance and unit turnover processes.

Marketing:

- Post ads for vacancies, track all traffic at the property, and update application status reports as directed. Work with the Portfolio Manager to develop marketing strategies and implementation.
- Answer inquiry calls, conduct thorough pre-screening for eligibility, and determine units for which applicants qualify.
- Collaborating with the Resident Services staff, maintain relationship with partnership agencies regarding set aside units, initiating contact on vacancies, assisting with client application process, and communicating residency issues with current clients.

Leasing:

- Schedule application intake appointments for prospects. Assist applicants to accurately complete rental applications and supporting documentation.
- Process application, verifying rental and criminal history, income qualifications, etc.



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- Coordinate with applicant regarding move-in date, time and move in costs. Prepare and complete move in lease documents, collect move in payments, and establish resident account in property management software. Set up SCL accounts, ensure welcome bags are in the unit and compile move in packet for Portfolio Manager.

Wait List Management (HUD Only):

- Maintain waiting list for property in accordance with HUD handbook and Bellwether's policies.
- Update wait list at least weekly, sending notification letters to prospects, and purging list at least twice per year.
- Answer inquiry calls, conduct thorough pre-screening for eligibility, and determine if applicants qualify for the wait list. Send pre-applications to prospects.
- Collaborating with the Resident Services staff, maintain relationship with partnership agencies regarding set aside units, initiating contact on vacancies, assisting with client application process, and communicating residency issues with current clients.

Move outs:

- Complete rental history for departing tenant and archive file upon move out.

Office Management:

- Manage, maintain, and update the resident parking roster and contact information.
- Maintain and order adequate office supplies, ensuring that storage rooms are kept organized and sufficiently stocked with necessary supplies.
- Maintain accurate file set-up, filing and archiving of tenant files, including maintaining an accurate tenant contact list.

Ensure property is operated in compliance with applicable laws and in compliance with funder requirements.

- Assist Site Manager with completing annual and ongoing re-certification paperwork for residents according to Bellwether procedures.
- Assist Site Manager in preparing and responding to Management & Occupancy Reviews, REAC inspections and other funder inspections.
- Ensure fair housing and landlord/tenant laws and Bellwether policies and procedures are fully upheld.

Engage and collaborate with Portfolio Manager, Property Management department and other Bellwether departments.

- Work collaboratively with supervisor, providing information and updates on challenges and seeking input and direction.
- Attend staff, ad hoc and all staff meetings as instructed.
- Work collaboratively with social service agencies and resident services coordinators to meet resident needs and resolve problems.
- Represent Bellwether as an ambassador to the communities and neighborhoods in which Bellwether is involved.
- Exemplify good intrinsic characteristics, values, ethics, people skills and maintenance of confidentiality. Embody Bellwether's ethics in your own work.
- Undertake other duties as assigned.

Minimum Requirements:

- 2+ years prior apartment management or leasing experience in the property management industry. Equivalent education/experience may substitute for stated requirements.



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- High school diploma or GED (equivalent education and experience may be substituted for the stated requirements).
- Experience working with affordable housing programs.
- Exceptional customer service aptitude, including problem-solving skills and the ability to respond quickly and tactfully to both internal and external customer requests.
- Experience in Fair Housing and local Landlord Tenant Law.
- Dependable, highly motivated and organized individual, skilled at meeting deadlines and producing high quality work.
- Good oral and written communication skills and ability to communicate in English.
- Ability to work independently and as part of a team. Positive attitude a must.
- Experiencing working with Microsoft Office user applications, including Word, Excel, and Outlook.
- Experience supervising staff.

Desired Qualifications:

- Completion of WSHFC Fundamentals and Advanced training workshops.
- Project Based Section 8 (HUD) experience.
- Experience with Seattle Housing Authority Section 8 Project and Tenant Based programs.
- Experience working with AMSI/eSite or equivalent property management software.
- Demonstrated ability to build effective partnerships with community constituencies and social service agencies.
- Experience working with social service programs for diverse populations and making referrals as appropriate.
- Prior cleaning and light maintenance experience in a work environment.

Other Position Requirements:

- Candidates selected for this position must pass a criminal history background check prior to employment with Bellwether Housing.
- Candidates must have reliable transportation to travel between three properties on a regular schedule.

Received By: _____

Date: _____

(Staff member signature)

Print Name: _____