HACE
Job Description

Position: **Property Manager**	**Reports to:** **President**

The Property Manager has overall responsibility for all phases of operation at each development. The Property Manager is responsible for keeping the President informed of significant issues that may arise in the management of HACE's property portfolio through written reports, and/or staff meetings. The Property Manager is responsible for insuring that the standards and priorities of the HACE Management Company (HMC) are met.

This salaried position assumes a 37.5-hour work week exclusive of lunch. These times and hours may vary depending on the job demands at particular times and the nature of the business. Evening and weekend hours may be required by the position.

The Property Manager is responsible for carrying out both the strategic, financial, and operational aspects of each development as defined by HMC in order to best achieve the owner's goals and maintain the assets and their investment.

Administrative & Supervisory Tasks

1. Prepare or oversee the preparation of annual operating budgets.

2. Assure compliance with the budget.

    a. Review and analyze monthly financial statements including income and expenses.
    b. Monitor the approval process of all invoices for each development prior to payment.
    c. Review site records to assure compliance with HMC policies and procedures as they pertain to financial monitoring controls (i.e., purchase orders, transmittals, petty cash fund, etc.)

3. Supervision of Rent Collections

    a. Monitor and insure that HMC rent collections and follow-up procedures are being carried out at each development.
    b. Monitor negotiation processes to correct arrearages and approval of these negotiation decisions.
    c. Monitor evictions through completion or resolution.
    d. Work with the Fiscal Department to ensure accurate central records and reports.

4. Preparation of Rent Increases

   a. Determine and recommend rent increases necessary to maintain each development and continue to generate a satisfactory cash flow.
   b. Monitor the preparation of pertinent documents, submission of the request to the appropriate agency and follow through on the request until approval for that increase is approved.
   c. Assign tenant notification and lease addenda tasks to the site staff and assure completion of those tasks.

5. Rental of Units

   Supervise the site staff in compliance with HMC's policies and procedures in assuring that tasks involved in this area are completed properly and in a timely manner. These tasks include, but are not limited to:

   a. Marketing and advertising.
   b. Compliance with the Affirmative Action Plan.
   c. Maintenance of wait lists.
   d. Processing of rental applications.
   e. Interview prospective tenants.
   f. Preparing occupancy paperwork.
   g. Unit inspection and resident orientation.
   h. Annual lease renewal paperwork and maintenance of those files.
   i. Appropriate agency and owner reports.
   j. Monitor unit turnovers to insure that vacancies are filled as quickly as possible.
   k. Conduct appeal hearings for applicants who have been rejected and who wish to be reconsidered.

6. Supervision of Maintenance Department

   Develop, implement and monitor an effective maintenance and report program for each development to include:
   a. Receipt, documentation and scheduling of regular repairs.
   b. Implement a preventive maintenance program and log.
   c. Create a long-range plan to handle future repairs and capital improvements.
   d. Periodically conduct scheduled and unscheduled inspections of each development.
   e. Direct major repairs.

7. Personnel

The Property Manager is responsible for determining the staffing needs for each development and assuring accurate job descriptions to fill each position.

He/She is responsible for recruiting, hiring, training, compensating, supervising, evaluating and motivating employees of developments under his/her supervision. The Property Manager is responsible for assuring that all HMC personnel policies are followed and adhered to by each employee under his/her supervision. Hiring, compensation and terminations are to be approved by the President.

8. Resident Relations

The Property Manager is responsible for ensuring that the needs of all residents at each development are met through the site staff or by the appropriate outside agencies to ensure the best living environment possible.

Create a Resident Relation Program at each development to educate and give assistance; this includes:

a. Hold regular meetings with residents to discuss building issues and problems, in conjunction with the Assistant Site Manager.
b. When necessary, assist the Assistant Site Manager in personal contact and follow-up as needed on issues involving violations of building rules or the Occupancy Agreement. This includes the responsibility of supervising, scheduling and holding of conferences with family and/or outside agencies and court appearances.
c. Ensure that the Assistant Site Manager is handling tenant complaints in an effort to minimize individual problems residents may have in their dealings with one another and integrating into the community.
d. Assure that the Assistant Site Managers coordinate with tenant associations and groups within the buildings; assess the needs and interests of the residents; is knowledgeable about activities and services available in the larger community.
e. Assist as needed with the planning and implementation of a Social Service Program.

HACE MANAGEMENT COMPANY
Job Description

Position: Assistant Site Manager	**Reports to:** Property Manager

GENERAL DESCRIPTION

The Assistant Site Manager has overall responsibility for all aspects of the management of his/her assigned portfolio. He/She is responsible for ensuring that the standards and priorities of the HACE Management Company (HMC), the Owner, and HACE are met.

This position assumes a 37.5-hour work -week, and the office hours are from 8:30 am to 5:00 pm. Occasional evening and/or weekend hours may be required by the position.

The Assistant Site Manager is under the direct supervision of the Property Manager. He/She is responsible for keeping the Property Manager appraised of issues, which arise in the normal course of events, either by telephone or during regular site visits.

A. Administrative & Supervisory Tasks

1. Development of the operating budgets for the fiscal year or calendar year in conjunction with the Property Manager.

2. Assure compliance with the budget.

   a. Approving all orders for goods and services, which are budgeted.
   b. Preparation of purchase orders.
   c. Preparation for approval by the Property Manager (and owner where necessary) of any purchases not included in the budget.
   d. Approving, coding and submitting to Fiscal Department all invoices.
   e. Examination of the Monthly Budget Operating Report and Detailed General Ledger to assure all bills are paid and accurately entered and to determine compliance with budget.
   f. Maintaining the Petty Cash Fund.
   g. Maintaining on-site ledgers and utility bills.
   h. Maintaining financial solvency by reducing expenses and implementing a system for achieving 0% delinquency.

3. Rent collection

   a. Examination of Tenant Status Report three times each month to identify any rent arrearage.
   b. Contacting tenants to correct arrearage. Preparation and distribution of 14 day Notice to Quit for nonpayment of rent when necessary.
   c. Collection and recording of rents.
   d. Preparation of case for housing court in conjunction with the Property Manager and legal counsel where applicable.

4. Participation in Preparation of Processing Rent Increase

   a. Preparation of necessary documents, including lease addenda.
   b. Notification to tenants.
   c. Compliance with funders, lenders and/or governmental agencies.

5. Rental of Units

   a. Preparation of vacancy notice, including final inspection and billing for damages.
   b. Maintenance of waiting list.
   c. Compliance with Affirmative Marketing Plan (advertising, recruitment, agency reports).
   d. Processing of rental application. Interviewing prospective tenants, showing units, verifying income and assets, preparing leases, agency forms (HUD/PHFA/RDA) for certification. This also includes initial inspection and orientation.
   e. Recertification of all tenant on annual basis.
   f. Maintaining all tenant files.
   g. Preparation of occupancy reports for HMC, HACE, and local, state and federal agencies (HUD/PHFA/RDA) as they apply.
   h. Achieving and maintaining as close to 100% occupancy as possible.

6. Supervision of Property Maintenance

   a. Maintenance of work order system, including work order log. Follow-up on service requests where necessary.
   b. Preparation and supervision of preventive maintenance schedules.
   c. Regular inspection of the property(ies) and delegation of maintenance and janitorial tasks.
   d. Annual inspection of units, in collaboration with the Property Manager, followed by notices to staff, owner(s) and tenants where necessary.
   e. Supervision of maintenance staff and other site staff.
   f. Preparation of schedule of long-term and short-term physical needs of the property(ies).

   g. Assist with the development of a Preventive Maintenance Program and monitor compliance.
   h. Monitoring vendors in the areas of quality of service, cost of services and billing practices. Assuring that the project obtains the best service at a low cost.
   i. Monitoring contractors to insure that work is performed in accordance to HMC standards. Negotiating contracts for the property, to be approved by the Property Manager and/or the Owner(s).

7. Maintaining Site Office

   a. Maintaining tenant, vendor and miscellaneous files.
   b. General clerical and secretarial responsibilities include typing, filing, answering telephones, ordering supplies and equipment, etc.
   c. Submitting weekly time sheets for site staff.

d. Prepare monthly reports of operations for property(ies) and forward to Property Manager for review and distribution to owner(s).
e. Prepare other reports as required by HMC and/or Property Manager.
f. Typing, copying and distribution of notices, letters and newsletters to tenants.
g. Assist with the creation, updates and revisions of the Resident Handbook, Brochure and Lease.

B. Resident Services

1. In consultation with the Property Manager, schedule tenant meetings to discuss building issues or problems.

2. Personal contact and follow-up as needed on issues involving violations of building rules or the occupancy agreement. Includes the responsibility of scheduling and holding conferences with family and/or outside agencies and court appearance, when necessary.

3. Personal contact and follow-up as needed on tenant complaints in an effort to minimize individual problems residents may have in their dealings with one another and integrating into the community.

4. Coordinate with resident associations and groups the provision of activities for the building(s); assessing needs and interests of the residents; being knowledgeable about the activities and services available in the community at large.

5. Work with the Social Services Coordinator to provide counseling to residents on a variety of subjects and referring them as necessary to other agencies that may be better able to offer assistance.

HACE MANAGEMENT COMPANY
Job Description

Position:	Reports To:
Resident Services Manager	Property Manager

A. General Responsibilities

The Resident Services Manager is responsible for the direct provision and coordination of support services for residents at the development(s) to which he/she is assigned. The Resident Service Manager works as a member of the development's management team in close partnership with the Assistant Site Manager. The Resident Services Manager reports to the Property Manager. Programmatic support is provided by the Property Manager. It is the responsibility of the Resident Services Manager to ensure that the needs of the residents are balanced with the priorities and standards of the HACE Management Company (HMC). Due to the nature of the position, occasional evening and week end hours may be required.

B. Specific Duties

1. Direct Services

a. Develop Support Service Plan for the assigned property/portfolio.
b. Implement Support Service Plan for the property under the supervision and direction of the Property Manager.
c. Coordinate the delivery of services, case management and/or crisis intervention services with the residents.
d. Provide personalized case management for each resident.
e. Ongoing assessments of individuals and families as referred by the Assistant Site Manager, self or community agency.
f. Information, referral and case management services as needed.
g. Ongoing outreach services to identify residents in need of services, recruit volunteers, identify program and service gaps.
h. Develop and coordinate social, recreational and educational programming for all residents.

i. Provide for the development or continuation of resident associations.
j. Provide follow up interventions to incidents reported by management staff.
k. Provide support to any resident(s) operating any programs on the site.

2. **Administrative Tasks**

a. Develop a network of support and social service agencies and disseminate information to Assistant Site Manager and other HMC staff.
b. Identify and apply for funding for new and expanded programs identified by resident assessments and/or HMC.
c. Maintain all necessary information regarding services to residents in
the development.
d. Assist Assistant Site Manager with resident related activities including newsletter.
e. Prepare reports on support service activities and serve as a liaison with non-profit organizations, Pennsylvania Housing Finance Agency (PHFA), US department of Housing and Urban Development (HUD), Redevelopment Authority of the City of Philadelphia (RDA) and other governmental reporting agencies as required. Submit monthly reports to HMC and HACE as required.
f. Attend site staff and HMC meetings as required.

3. **Community Tasks**

a. Develop collaborative relationships and linkages necessary in the community to access the resources and services available to the residents. Act as a liaison to the local human service system.

4. **Special Projects**

a. Prepare and participate in additional and/or special projects as required from time to time by HMC and/or the owner.

Minimal Position Requirements:

- Bachelor's Degree with five (5) years of social work experience.
- Experience in community development work preferred
- Computer skills: WordPerfect, Microsoft Word
- Knowledge of Business English, Spelling, Arithmetic, Office Procedures.
- Ability to exercise good judgment.
- Must possess pleasant appearance and mannerisms, excellent telephone skills
- Must be s self-starter requiring little, if any, supervision.
- Bilingual/Bicultural (English/Spanish) preferred.

HACE MANAGEMENT COMPANY
Job Description

Position: **Maintenance Technician 1**	**Reports To:** **Assistant Site Manager**

A. General Responsibilities

Full responsibility for maintenance repair of apartment complex(es). Responsibilities include, but are not limited to:

1. Daily inspection of the property to insure that all is in order and the on-site office is aware of any maintenance problems.

2. Completion of work order requests. These requests will include, but will not necessarily be limited to, tenant requests for repairs.

3. In those instances where a major repair requires the hiring of an outside contractor the Assistant Site Manager may request that the Maintenance Staff be responsible for locating competent available contractors, obtaining bids, making recommendations to the Superintendent and/or Assistant Site Manager and supervising the contractor doing the repair.

4. Supervision and delegation of responsibilities to any part-time maintenance personnel, if requested by the Superintendent.

5. Routine heavy cleaning of all common areas including vacuuming and shampooing of all carpeting, washing and waxing of floors, cleaning stairways and utility rooms, replacement of light bulbs, cleaning glass, etc.

6. Preparation of vacant units for re-rental. Cleaning and painting, as well as repairs, as required. Supervision of outside painting contractor, if one is hired.

7. Care and upkeep of grounds, including snow removal. Sidewalks and steps should be kept clear of snow and ice, if such service is necessary.

8. 24-hour on-call responsibility in the event of an emergency.

9. Establishing and maintaining a pleasant working relationship with building residents and staff.

10. Preparation of incident reports and reporting to Assistant Site Manager any problems or issues relating to management of the property.
11. Additional duties as assigned by supervisor.

B. Specific Duties

1. Implement work order program (recording, tracking and reporting), maintain inventory system, maintain shop organization, and implement preventive maintenance program.

2. Implement basic heating and air conditioning energy conservation principles. Take accurate temperature readings.

3. Troubleshoot and repair all plumbing fixtures to include toilets and 2" drains.

4. Apply energy conservation principles. Install electric circuit, intercom and alarm systems as needed.

5. Install refrigerators as needed.

6. Operate emergency lights, windows, emergency doors, lock systems, access card system, local and automatic alarm system, antenna system, water purification system, intercom system, and basic fire sprinkler system.

7. Operate a floor buffer as needed.

9. Develop and maintain lawn, flower bed, shrub, and tree program. Maintain lawn sprinkler system. Install signage, minor masonry repair and as needed.

10. Operate snow blower, leaf blower, lawn mower, weed trimmer, lawn aerator, lawn edger, lawn thatch, roto tiller, and chain saw

11. Install different types of wall, ceiling and floor coverings in accordance to building and unit requirements.

C. Qualifications

1. Ability to implement work order system which includes the recording and reporting of work orders.

2. **HVAC:** understands basic heating; understands energy conservation; able to take accurate temperature readings; and has basic knowledge of parts and supplies.

3. **Plumbing:** understands supply and drain systems; able to troubleshoot and repair all plumbing fixtures; understands parts and supplies; understands hot water systems; and troubleshoots toilets and 2" drains.

4. **Electric:** understands basics in terms of danger; understands and is able to apply energy conservation principles; understands parts and supplies; and understands high and low voltage.

5. **Appliances:** understands functions of appliances; installs refrigerators; understands and implements methods of energy conservation; and understands parts and supplies.

6. **Building Equipment:** able to identify trash compactors, fire and jockey pumps, water booster pumps, well pumps, and emergency generator.

7. **Other Building Components:** identify and have working knowledge of emergency lights, windows, emergency doors, lock systems, access card system, and local and automatic alarm system.

8. **Power Equipment:** understands and is able to operate a floor buffer.

9. **Maintenance Systems:** implement work order program (recording, tracking and reporting).

10. **Landscaping:** develop and maintain lawn, flower bed, shrub, and tree program; maintain lawn sprinkler system; install signage; and minor masonry repair and construction.

11. **Grounds Equipment:** understands and is able to operate snow blower, leaf blower, lawn mower, weed trimmer, lawn aerator, lawn edger, lawn thatch, roto tiller, and chain saw.

12. **Decorating:** understands and. is able to install different types of wall, ceiling and floor coverings; knowledgeable on surface preparation; MSDA sheets; knowledgeable on decorating products; and has basic carpentry skills.