Position Opening

Property Manager

The Property Manager is responsible for the day-to-day management and operation of assigned affordable housing properties, ensuring safe, well-maintained communities, strong occupancy, regulatory compliance, and effective resident services.

The position oversees leasing and occupancy activities, rent collection, property performance, staff supervision, resident relations, and coordination of maintenance activities. The Property Manager also monitors key financial and operational indicators and ensures compliance with applicable HUD, LIHTC, fair housing, and other regulatory requirements.

Essential Duties and Responsibilities

- Plans, manages, monitors and ensures compliance with applicable HUD and LIHTC guidelines as well as federal, state, and local regulations, laws, ordinances, and the Authority's administration of programs.

- Participates in the receipt, review, and verification of a variety of eligibility data supplied by current or prospective residents including income, legal status, and social services assistance; reviews background checks processed by appropriate personnel; reviews weekly EIV reports.

- Provides orientation to new residents; escorts prospective residents to inspect the unit; explains amenities in the community; discusses other important issues; drafts and executes contracts.

- Performs annual recertification of residents; calculates interim adjustments and enters data into computer database; monitors, prepares, and distributes annual recertifications and interim adjustment notices.

- Maintains timely records of the status of assigned units (e.g., filled, vacant, anticipated vacancy, etc.); maintains and transmits HUD Form 50059 to the TRACS Information Center system.

- Monitors, reviews and analyzes housing management data; prepares monthly, quarterly, and annual budget and/or other reports addressing occupancy, delinquency rates, and other related information in a timely manner.

- Implements move-in/move out procedures; monitors service contracts in partnership with the Director of Facilities; ensures a timely response to resident service requests; ensures well-ordered operations, productive communication, and effective understanding during all interpersonal contacts.

- Performs and/or coordinates new move-in/move-out, housekeeping, NSPIRE inspections, and reinspection's; oversees preparation of move-in/move-out adjustments and requests; ensures receipt of all relevant paperwork.

- Participates in rent collection activities, lease enforcement actions, and vacancy turnover coordination; monitors abandoned units.

- Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.

- Performs weekly inspections of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions; issues citations when necessary; provides oversight of effective resolution of unsatisfactory conditions with residents.

- Coordinates the improvement of communication and cooperation between residents and management by staying knowledgeable of, and ensuring residents are informed of, new rules, laws, regulations, etc., as interpreted by the Authority; meets periodically with Resident Councils to outline changes and/or new directions in policies and programs.

- Counsels residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems; ensures residents are appropriately notified of lease violations, and eviction proceedings; ensures referral of residents to appropriate social services personnel when indicated; works closely with other Authority departments in coordination of efforts to ensure that residents receive available services.

- Supervises, trains, motivates, and evaluates subordinate staff to ensure occupational growth, effectiveness, and productivity.

- Audits staff timesheets to verify accuracy of information and to resolve discrepancies prior to submission to payroll, tracks attendance, and schedules annual leave in accordance with Authority policies and procedures.

- Coordinates resident fraud and abuse program activities with appropriate personnel to deter and/or prevent from occurring within Authority housing programs (e.g., rent review, verification of income strategies, counseling, prosecution, etc.

- Markets vacant units using Authority-approved marketing procedures; drafts advertisements if needed; displays advertisements in appropriate publications for best exposure to the community.

- Reviews and remains current on all relevant rules and regulations concerning appropriate Authority housing programs, as well as applicable local, state, and federal laws, regulations, codes, and Authority rules, regulations, and administrative plan.

- Assists with security activities by communicating with security personnel regarding specific problems and participating in “knock and talk” as needed.

- Attends relevant Authority meetings to exchange information and further the development and implementation of processes and activities to enhance overall performance, effective operations, and maintenance of optimum lease-up rates.

- Completes other related duties as assigned.

Minimum Qualifications

Bachelor's degree in business administration, public administration, real estate, social sciences, or a related field and a minimum of three (3) years of progressively responsible experience in property management, affordable housing, or a related field.

HUD/PBRA and LIHTC experience preferred. Relevant affordable housing or property management certifications are preferred. Candidates without applicable occupancy and/or tax credit certifications may be required to obtain designated certifications within twelve (12) months of employment.

An equivalent combination of education, training, certifications, and relevant experience that demonstrates the ability to perform the essential functions of the position may be considered.

The Murfreesboro Housing Authority is an Equal Opportunity Employer.

Resumes’ will be accepted at hr@mha-tn.org until the position is filled.