



EMPLOYMENT OPPORTUNITY

Job Title:	Property Manager Heritage
Location Address:	12669 W. Rimrock St. Surprise, AZ. 85378
Salary:	Up to \$70,900/year DOE
Conditions of Employment:	This is a full-time, exempt, and classified position
Closing Date:	Open Until Filled

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Property Manager. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission

The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision

We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong and healthy family.

Representative summary of important and essential job functions

Summary: Under general supervision, oversees the management and maintenance of assigned public housing properties; assures compliance of all activities with HAMC goals and objectives, state and Federal laws, policies and procedures.

Essential Job Functions *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Manages public housing properties to assure the integrity of the occupancy issues, the proper physical condition of the properties, and that all activities are in compliance with regulations, laws, policies and goals.
- Reviews and resolves complaints and grievances, policy exceptions and changes in resident status.
- Inspects properties; assures units are properly maintained at HAMC quality and safety standards; reviews maintenance work orders and prioritizes maintenance projects.
- Monitors, coordinates and prioritizes the activities of the housing and maintenance staff; reviews and approves documents; counsels, trains and coaches' staff; monitors work, develops staff skills, and evaluates performance; assures a productive and efficient work environment.
- Meets regularly with staff to discuss and resolve workload and technical issues; develops goals and priorities; evaluates issues, develops recommendations, and directs the implementation of solutions.
- Responds to resident complaints, questions and inquiries; resolves tenant issues in accordance with HAMC policy; assures the satisfaction of residents in quality and responsiveness of services; coordinates implementation of resident programs designed to improve the residents' quality of life.

- Attends resident meetings and coordinates the training and skills development of resident council members; assures effective communication of tenant issues and community concerns.
- Enforces the requirements of the lease; investigates and mediates complaints and disruptive situations.
- Prepares site budgets and monitors expenses to ensure spending is within guidelines.
- Manages accounts receivable and verifies the accuracy of resident database and files.
- Explains nature of HAMC programs, procedures and services to clients; maintains absolute confidentiality of work-related issues, client records and HAMC information.
- Prepares reports in accordance with established procedures.
- Supports the relationship between HAMC and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and HAMC staff.
- Enthusiastically promotes the Executive Director's priorities for the operations of HAMC.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of HAMC organization, operations, policies and procedures.
- Knowledge of HUD housing program regulations and eligibility requirements.
- Knowledge of public housing occupancy issues and regulations.
- Knowledge of Code of Federal Regulations (CFR) and HUD standards and procedures.
- Knowledge of HUD and HAMC residential and multi-family building codes, maintenance and health standards, and inspection procedures.
- Knowledge of principles of record keeping and records management.
- Knowledge of personal computer hardware and software, including Microsoft Office.
- Skill in assessing, reviewing, updating and maintaining files, reports and documentation.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in supervising staff and coaching to improve staff performance.
- Skill in using internet research resources.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in effectively communicating verbal and written instructions.
- Skill in investigating and analyzing sensitive issues and complaints.

Education, Experience, Certifications and Licenses:

- Bachelor's Degree in Public Administration, Business Administration, or a related field; AND three (3) years' experience in property management; OR equivalent combination of education and experience.
- Public Housing Manager Certification is required within one year of hire; additional technical certifications may be required.
- State of Arizona Driver's License is required.

The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a drug screen and background check for new employees.

Work Environment

- **Environmental Factors:** Work is performed primarily in an office environment with some property inspection work performed outdoors.
- **Equipment and Tools:** *Standard equipment includes personal computer and office equipment.*

Filing Process

As part of the job application process your completed [online](#) application must be completed to be considered for the position at www.maricopahousing.org. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Please contact the Human Resources at 602-744-4500 if you require assistance.