

# Housing Authority of the City of East St. Louis

## Job Description

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Title: Property Manager

General Statement of Duties:

Responsible for all property management and occupancy functions necessary to ensure quality management of public housing development(s) assigned.

Reports To: District Asset Manager

Supervises: Clerk  
Maintenance Mechanic I, II, and III

Key Duties:

1. Provides property management for assigned housing development.
2. Provides day-to-day supervision of staff assigned. Delegates tasks as appropriate, schedules work, and monitors performance. Holds staff meetings as necessary. Conducts performance appraisals of subordinates and takes personnel actions in accordance with the ESLHA Human Resource Policy.
3. Maintains accurate, neat, and organized records on occupancy of all units assigned and promptly reports move-outs according to established procedure.
4. In coordination with Occupancy, and Maintenance Department, oversees all leasing activities including showing apartments to prospective residents, conducting move-in & move-out inspections, executing leases, issuing keys, and completing resident orientations. Accepts resident transfer requests; approves or denies requests based upon ESLHA policy.
5. Conducts all annual and interim resident reexaminations accurately and properly. Conducts daily Walk, Knock, and Talks inspections of grounds and common areas of all assigned properties, records findings and takes follow-up action as appropriate to correct deficiencies.
6. Enforces all provisions of the dwelling lease and initiates eviction action against residents in accordance with state law, HUD regulations, and ESLHA policies and procedures.
7. Schedules and conducts annual housekeeping inspections, and special unit inspections as needed. Follows up on all deficiencies noted and takes appropriate action to ensure

deficiencies are corrected.

8. Collects resident rents and charges, and makes bank deposits in accordance with established procedure. Enforces the ESLHA Rent Collection Policy.
9. Reviews weekly and monthly reports on emergency, routine and preventive maintenance performed on assigned properties. Consults regularly with maintenance supervisors on work completed and work required.
10. Assists Modernization Department staff in coordinating all aspects of modernization work planned/underway at assigned properties. Makes recommendations for future improvements, seeking resident input. Oversees all ESLHA relocation activities in coordination with the Modernization and Development Departments.
11. Takes all steps possible to ensure the safety and security of properties. Documents criminal activity and takes appropriate action.
12. Organizes and attends periodic resident meetings and provides assistance to recognized resident associations as appropriate. Attempts to meet the reasonable needs of residents, and accepts and discusses their complaints regarding the ESLHA's programs and services. Attempts to resolve all resident grievances and processes all unresolved grievances according to the Grievance procedure, representing the Authority and its interests.
13. Refers residents to the Resident Services Department as appropriate.
14. Responds to emergencies at sites during non-business hours as appropriate. Conducts inspections of property damaged by fire, flood, vandalism, etc. Assures that public services are notified, fire and police reports are obtained, and property is secured.
15. Conducts reconsideration hearings for new applicants.
16. Performs other duties as assigned.

Performance Standards:

- Attendance is reliable; leave does not exceed the amount permitted, the employee has no unexcused absences from the job. The employee is available to work during non-business hours when the need arises.
- 95% of move-in/move-out inspections are completed within 24 hours of unit turnover.
- Tenant Accounts Receivable (TARs) are at 3% or below the management area goal for the quarter.
- 98% of the management office's annual reexaminations are completed accurately and on time.

- 98% of the annual housekeeping inspections are completed on time according to an approved schedule.
- Grounds and common area inspections are completed properly no less than 3 times per week and according to the established schedule and procedure 95% of the time.
- Properties generally appear free of litter and garbage, grounds are well maintained, and there is evidence of an ongoing emphasis on improving "curb appeal", which includes resident participation.
- Random site visits reveal no unsecured vacant units for which no work order is pending, and no abandoned vehicles which have not been addressed according to established procedure.
- Performance appraisals of subordinates are completed properly and on time. In the opinion the supervisor, the appraisals reflect insight and sound judgment.
- Effective leadership skills are employed, as evidenced by the type and number of tasks delegated, the number of staff meetings held monthly, and the motivation of subordinates.
- Required reports are accurate, well prepared, and submitted by the deadline date 100% of the time.
- Office management and record keeping practices meet established ESLHA standards.
- The employee demonstrates initiative in assuming new assignments.
- The employee demonstrates good resident relations skills.
- The employee demonstrates the ability to use sound judgment.
- The employee demonstrates the ability to communicate orally and in writing.

Qualifications:

Education: Bachelor's Degree

Public Housing Manager (PHM) certification required. Otherwise qualified candidates may meet this requirement by obtaining certification within six months of employment, with the approval of the Executive Director.

Experience: At least five (5) years experience in property management, preferably in managing federally subsidized housing. Supervisory experience desirable.

Special Skills: Working knowledge of HUD occupancy regulations or the ability to quickly gain necessary knowledge.

Ability to relate well to residents.

Effective leadership skills; ability to organize workload, delegate tasks, and provide guidance.

Good oral and written communication skills.

Other

Requirements: Bondable

Valid driver's licensed and a safe driving record

Must pass a pre-employment drug screen.

Must be able to pass a background check.

Salary: Grade 9 (Exempt): \$43,680.00

- Submit Resume to:
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- [eslha-hr@eslha.org](mailto:eslha-hr@eslha.org) or online at: [www.eslha.org](http://www.eslha.org)
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- ***East St. Louis Housing Authority is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.***