



18. Cooperate with internal and external key partners such as funding agencies, public housing authorities, supportive service providers, state agencies, and tenant association members to provide the necessary level of benefits, empowerment, and support services for residents at each site.
19. Meet with the Residents Service Coordinator or other social services providers as needed to establish actions plans for residents who are delinquent with rent payments and/or require other supportive services.
20. Foster a positive, active, and collaborative relationship with residents and coworkers.
21. Support the effort of the Tenant Resources Committee.
22. Responsible for managing and supervising the Assistant Property Manager including but not limited to, managing workflow, training, evaluating performance and providing feedback, resolving issues and conflict in accordance with company policy.
23. Be available on-call during emergencies.
24. Perform special assignments as needed or as requested by the Director of Property Management or other leadership of the organization.
25. Performs all other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

- Demonstrated knowledge with housing management, budgeting, housing agency regulations and if applicable, the Low-Income Housing Tax Credit Program (LIHTC), HUD, and/or Public Housing program.
- Must possess a high level of organizational skills, management skills, and attention to detail.
- Must have the ability to multi-task.
- Proficient with Microsoft Office Suite and Elite or similar software.
- Possess knowledge of basic safety practices and procedures.
- Excellent verbal and written communication skills.
- Ability to be tactful and courteous in all interactions.
- Demonstrated ability to work as a critical member of a team that is committed to empowering stronger communities.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Must be able to remain at a desk for a period of up to 8 hours.
- Regularly work a 35-hour workweek.
- Fast-paced working environment.
- Travel between locations required.



EDUCATION AND EXPERIENCE:

- High School Diploma or Equivalent required and five (5) years of experience in affordable housing and tax credit programs preferred.
- Tax Credit Specialist (TCS) certification and Certified Manager of Housing (CMH) required or ability to obtain within one (1) year of hire.
- Valid driver's license and reliable transportation required.