

## Lacasa, Inc. Job Description

### I. Job Title: Assistant Property Manager

### II. Job Relationship: Report to the Property Manager

### III. General Description:

Assist in the general lease up and management of LaCasa's rental properties. Assist in the daily operation of LaCasa's properties by incorporating efficiency, integrity, honesty, professionalism and customer satisfaction

### IV. Responsibilities:

#### A. Office / Administration Responsibilities

1. Lease vacant units and maintain occupancy at or above budgeted rate.
2. Review and process rental application. Qualify all applicants in adherence of LaCasa's resident selection guidelines. Selection and compliance will be processed according to granting source guidelines like Section 42, HOME, etc.
3. Collect rent from residents and record payments using Property Management Software. Make bank deposits.
4. Perform move-in/move-out procedure with incoming and outgoing residents as requested by Property Manager.
5. Update, organize and maintain all resident files.
6. Check recertification status of tenants and insure timely completion of recertification process.
7. Show vacant units from all LaCasa's rental holdings to prospective residents.

#### B. Property Maintenance Responsibilities

1. Assist Property Manager and Maintenance Technicians in managing work order and turnover processes and procedures.
2. Assist Property Manager in conducting semi-annual unit inspections and completely document and correct deferred maintenance.
3. Ensure that vacant units are made ready to LaCasa standards and completed in a timely manner.

4. Assist tenants in making maintenance requests by assessing the problem, determining level of service required, creating work orders and communicating with team.

C. Other.

1. Treat all customers courteously with dignity and respect following Fair Housing guidelines

2. Refer residents interested in Home ownership to LaCasa's Home Ownership Center.

3. Attend LaCasa's all-staff meetings and LaCasa's annual meeting. Participate in community and professional meetings and training event as requested by supervisor. Participate in Help-a-House and other LaCasa events as requested by supervisor.

4. Demonstrated ability to work productively with co-workers, agency representative, and customers.

5. Must have a valid driver's license and operating vehicle.

6. Immediately notify LaCasa Office and supervisor of any personal injury, property damage, etc.

7. Other duties as assigned by supervisor.

**V. Hours and salary range.**

A. Full Time non-exempt: 40 hrs. /wk.

B. Wage will be established commensurate with the skills and experiences of the employee within the salary/wage range step.

**VI. Job Qualifications**

A. Experience with property management or related work experience.

B. Ability to work with a diverse population

C. Excellent writing, reading and oral communication skills in English (bi-lingual Spanish preferred).

D. Self-motivated, highly organized with ability to prioritize and work independently.

E. Computer experience and familiarity with word-processing, e-mail programs and property management software (Yardi or others).

- F. Demonstrated ability to work productively with co-workers, agency representatives, and customers.
- G. Able to keep client information confidential.
- H. Ability to complete Fair Housing and other required certification trainings as required.
- I. Basic math skills to understand and accurately complete financial qualifications calculations.