

**Job Title:** Property Site Manager  
**FLSA Classification:** Non-Exempt/ Hourly  
**Position Status:** Full Time  
**Department:** Asset and Property Management  
**Supervisory Responsibilities:** None  
**Reports To:** Director of Property Management

### **Job Purpose**

To profitably manage the daily operation of Lacasa's rental properties by incorporating efficiency, integrity, honesty, professionalism and customer satisfaction into assigned responsibilities.

### **Essential Job Duties and Responsibilities**

#### **Office / Administration Responsibilities**

- Lease vacant units and maintain occupancy at or above budgeted rate.
- Review and process rental applications in a timely manner. Qualify all applicants in adherence of Lacasa's resident selection guidelines as well as IRC42. Selection and compliance will be processed according to granting source guidelines.
- Collect rent from residents and record payments. Make bank deposits daily following cash management procedure.
- Enforce zero delinquency rental policy. Maintain delinquencies below 1% of leased rent potential.
- Perform move-in / move-out procedure with incoming and outgoing residents per company policy.
- Update, organize and maintain all resident files.
- Work with team to conduct unit inspections and document work findings.
- Oversee recertification status to maintain 100% compliance.
- Show vacant units to prospective residents.
- Prepare documents and represent Lacasa for any eviction proceedings at small claims court.

#### **Property Maintenance Responsibilities**

- Work with property management team to maintain all buildings and grounds in an acceptable manner and in accordance to Capital Improvement budget.
- Work with maintenance staff to ensure that vacant units are made ready to Lacasa standards and in a timely manner.

#### **Other Expectations**

- Refer residents interested in home ownership to Lacasa's Financial Empowerment Center. Assist residents with referrals to other Lacasa services, including the Tenant Resource Navigator.
- Refer residents to other community service providers as appropriate.
- Comply fully with training and continuing education requirements.
- Participate in staff meetings and annual meeting.
- Participate in community, professional meetings and training events as directed by supervisor.
- Immediately notify supervisor of any personal injury, property damage, etc.
- Other duties as assigned by supervisor.

## Qualifications

### Education

Bachelor's degree preferred, though a combination of acceptable education and experience that has provided the necessary knowledge and skills to fulfill the requirements of this position may be considered, which included exercise of initiative, attention to detail, and independent judgment.

### Experience

- Experience with property management and related property management work.
- Multi-cultural experience preferred.
- Bilingual (English and Spanish) preferred.
- Ability to handle sensitive and confidential data with integrity.
- Excellent verbal and written communication skills; able to communicate complex ideas simply and succinctly.
- Attention to detail and highly organized, flexibility in adjusting to shifting priorities.
- Ability to relate graciously with the public in stressful environments and effectively work with persons from a broad range of social, economic, cultural, and professional backgrounds.
- Excellent clerical and computer skills: proficient or advanced skill in Microsoft Suite (Word, Excel, Teams, and Outlook), Property Management Software (YARDI preferred). Proficiency in data entry and management.

### Performance Factors

- Respect for others and for Lacasa's mission and core values: **Respect Human Dignity, Work Together, Pursue Excellence, Build to Last**
- Excellent written and verbal communication
- Problem-solving and solution-driven mindset
- Collaborative and approachable
- Organized with attention to detail
- High quality of work
- Ability to work independently and manage time effectively
- Reflects a positive image to staff, tenants, and community

## Working Conditions

- Able to communicate and exchange information daily.
- Accepts moderate noise (i.e., business office with computers, phone, and printers, light traffic).
- Ability to remain at a computer terminal for an extended period.
- Able to lift a burden of 25 lbs. or less.
- Some weekends and evenings may be required.
- Some local travel required. Must provide a personal vehicle with adequate vehicle liability insurance.

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Applicant/Employee Signature

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Date

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Hiring Manager/Supervisor Signature

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Date

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*This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

*Don't meet every single qualification? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. At Lacasa we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways and let us know why you may be just the right candidate for this role.*