



Title: Property Manager

Dept. Housing

Reports to: Housing Director

**About:** Central Detroit Christian Community Development Corporation (CDC) is a non-profit, faith-based organization committed to empowering people and creating positive opportunities for the central Detroit community. Our mission is that through education, employment and economic development, Central Detroit Christian CDC strives to transform individuals to reach their highest potential while transforming the community to be a place of Shalom (peace and wholeness).

**General Position Summary:** The Property Manager is responsible for management and oversight of properties owned or managed by Solid Rock Property Management. He / She will work with tenants to onboard them into one of our units and keep them as long term tenants through effective maintenance and tenant compliance. The Property Manager will work closely with the Maintenance Staff and contractors solicited to conduct work for the properties. This position requires great people skills, attention to detail, excellent judgment and the ability to problem solve and multi task while remaining true to the goals and mission of CDC.

**Qualifications:**

- Must have a valid Michigan Driver's License
- Must love people
- Must adhere to CDC's code of conduct
- Understanding and passion for affordable housing; experience with LIHTC properties and affordable housing tenant certifications preferred
- Computer literacy. Ability to maintain computerized operations.
- Ability to work well with a diverse group of people, both professionals and those from the community.
- City residency.
- Have an active and growing relationship with Jesus Christ.

**Job Responsibilities – Property Manager**

**Leasing**

1. Answer phone in friendly, professional manner. Visit with walk-in and telephone prospects in such a way that communicates interest in their needs.
2. Schedule housing tours.
3. Thoroughly explain application process to prospects.
4. Follow up with prospects via phone or email.
5. Submit completed rental applications to screening service.
6. Notify applicant of approval or denial. Send denials adverse action letters.

7. Review move in paperwork with approved applicants, informing them of all costs due.
8. Review lease expiration dates and utilize re-certification/renewal processes to deliver notices.
9. Schedule review of paperwork and lease signing.
10. Review market conditions on weekly basis.
11. Review leasing activity and occupancy and make recommendations for specials or promotions that may be needed to generate activity and increase occupancy.
12. Check all paperwork to ensure program compliance at all times.

### **Physical Property/Maintenance**

1. Review pending service requests and the needs of vacancies.
2. Supply maintenance staff with what is necessary for completion of service requests and special projects.
3. Complete inspections of units prior to move in, move out, or renewal.
4. Schedule all turnover functions. Supervise vendors and staff.
5. Utilize key sign out to track keys distributed to vendors and staff.
6. Complete joint move out inspections to determine any charges that need to be assessed to the vacating residents and process all move out paperwork.
7. Walk and drive the property multiple times per week to ensure positive curb appeal.
8. Write and track all service requests from ownership and residents.
9. Coordinate and schedule preventative maintenance – prepare schedule, notify residents, assign checklists to appropriate parties.
10. Coordinate pest control inspections/treatments.
11. Solicit bids for lawn mowing, snow removal and turnover functions including interior/exterior painting, apartment and carpet cleaning, etc.
12. Obtain current liability insurance for contracted vendors prior to work initiation.

### **Office Operations**

1. Provide direction and coordinate daily workflow for office and maintenance staff.
2. Utilize calendar for scheduling meetings and tasks that need to be completed during each month.
3. Collect and process monthly rent payments.
4. Post 7-Day notices and related rent collection tasks.
5. Follow-up with residents by phone or personal visit regarding delinquent rent.
6. Initiate eviction process when needed including all paperwork and court proceedings.
7. Deliver all resident notices in timely manner.
8. Check voicemail, email, and faxes throughout the day. Respond within 24 hours.
9. Complete all weekly/monthly reports.
10. Log resident concerns and follow-up in the appropriate manner.
11. Review monthly financials and budget variances.
12. Approve payroll.
13. Plan and schedule employee training.
14. Fully document any reported incident that occurs onsite.
15. Meet with mortgage, state, insurance and other inspectors as scheduled. Complete preparation and follow-up of the inspection.

