



EAST LA COMMUNITY CORPORATION

East LA Community Corporation Job Description

Job Title: Property Manager

Department: Asset and Property Management

Reports To: Director of Asset and Property Management

FLSA Status: Exempt

Summary: Property Manager will oversee the day-to-day responsibilities at ELACC's residential sites throughout East Los Angeles.

Organizational Background: Four passionate Eastside activists who came together formed East LA Community Corporation (ELACC) in 1995. ELACC's mission is to advocate for economic and social justice in Boyle Heights and Unincorporated East Los Angeles by building affordable housing, grassroots leadership, and access to economic development opportunities for low and moderate-income families. Over the 30-year history of ELACC, we have leveraged millions invested through community-driven real estate development, mobilized thousands of residents to change policies, served thousands of low income residents with community wealth services, and we provide quality affordable homes for over 4,000 people.

Property Manager: ELACC seeks an individual with good communication skills and the ability to manage multiple tasks concurrently with strong attention to detail. They will oversee the day-to-day responsibilities of ELACC's residential sites scattered through East Los Angeles. They will utilize sound judgement ensuring compliance is followed and adhered to for the better good of both tenants and owner(s). They will interact with tenants and partners as they deliver exceptional customer service and resolutions. They will serve as a liaison between third party management properties and ELACC property management staff and will directly supervise maintenance staff. They will represent ELACC and hold the organization's vision, mission, and values in their actions and behaviors. They will maintain working knowledge of organizational and department policies and as needed support in the creation and implementation of new department policies. They will be flexible to support the needs of ELACC's growing real estate portfolio. Duties in property management include: compliance, leasing, customer service, maintaining the physical asset, property maintenance, tenant management, inspections, property budgets, tax exemptions, property taxes, and adhere to federal and local policies as they related to residential and commercial properties.

The Property Manager is an ELACC team member that leads their core project and fulfills their responsibilities to the entire team by actively fundraising, supporting organization wide projects, participating in all staff planning sessions, and being part of achieving the organization's mission and vision.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Manage the day-to-day operations of a scattered residential site portfolio, including implementation of policies, procedures and programs.*
2. Responsible for marketing vacancies and procuring new tenants ensuring compliance with regulatory agencies, and federal, state and local laws. *
3. Process, complete and maintain tenant's files at move-in and annual recertification within established regulatory agreements. *
4. Completes move in and move out inspections. *
5. Oversees the scheduling of maintenance work. *
6. Conducts regular site inspections and prepares a formal report of inspection for files. *
7. Provides a recommendation for physical repairs, replacements, and/or improvements to the property. *
8. Manages the maintenance, upkeep, and operation of the common areas. *
9. Addresses and documents all emergencies within 24 hours of incident in a professional manner. *
10. Answers emergency/urgent calls or messages at any time, including calls or messages received "after-hours" and on weekends. *
11. Manages, administers and enforces the terms and conditions of all leases for (and on) each tenant including, without limitation, properly completing and documenting the delivery and surrender of premises. *
12. Enforces the rules and regulations, as may be established (currently or in the future), on all tenants. *
13. Ensures that the properties are being operated in accordance with ELACC's standards and procedures as well as local and state laws. *
14. Obtains and sends to supervisor for approval (in advance and in writing, even during an emergency or under urgent circumstances) all proposals or bids for repair, maintenance, and replacement work. *
15. Coordinate completion of all vendor service contracts, including, without limitation, roof replacements, pest control, remediation, and tenant improvement work. *
16. Track and control operating expenses making sure annual budget is reviewed and adhered to while maintaining financially stable accounts. *
17. Review financial reports, review delinquent accounts and determine necessary course of action to collect outstanding balances. *
18. Maintain constant communication with Asset and Property Management team regarding any and all incidents at properties and ensures incident reports are prepared and submitted within 24 hours of incident. *
19. Complete and provide monthly, quarterly and annual reports as required by ELACC, and regulatory entities. *
20. Responds to all other tenant inquiries relating to property management-related matters, including lease- related matters. *
21. Prepares tenant rent increases in advance for review and approval. *
22. Handles confidential information appropriately and maintains it secure. *
23. Maintains current tenant list with business, and emergency telephone numbers. *
24. Coordinates evictions as needed. *

25. Supervises maintenance staff, conducts regular check-ins, sets annual performance plans, and timely performance reviews with staff member. *
26. Works with accounting, administrative, legal personnel, and Other ELACC staff as needed. *

Non-Essential Responsibilities: Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, NetSuite and Yardi.

Education/Experience:

Bachelor's degree (B. A./B. S.) from four-year college or university; or four to six years related experience and/or training; or equivalent combination of education and experience. Must have experience with completing documentation for income verification as required by affordable housing programs.

Knowledge, Skills, and Other Abilities:

- Knowledge of affordable housing, federal, state and local laws, government regulations and agency rules that pertain to properties managed.
- Excellent customer service skills
- Ability to multi-task and meet deadlines
- Well-organized and detail-oriented
- Excellent customer service skills
- Must be bilingual, English and Spanish, with excellent written transaction skills
- Must be proactive with attention to detail, prioritized easily and quickly, and be able to work independently
- Strong interpersonal and communication (verbal and writing) skills

Physical Demands:

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

While performing the duties of this job, the employee is regularly required to sit, use hands, talk and hear. The employee is occasionally required to stand, walk, reach with hands and arms and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds.

The noise level in the work environment is usually moderate.

Compensation: This is an exempt position with a competitive benefits package that includes health, dental, retirement, paid time off benefits, life and disability insurance. The salary range for this position is \$68,640 to \$72,800 based on experience. ELACC is an equal opportunity employer.

ELACC is an Equal Opportunity Employer

Email cover letter and resume to:

Human Resources Office

East LA Community Corporation, www.elacc.org

Email: jobopportunities@elacc.org