



Phipps Houses is one of the nation's oldest and largest not-for-profit developer/owners of affordable housing. It is a multi-faceted real estate organization, involved in the development, finance, construction and asset management of new and rehabilitated multi-family housing for low to middle income New Yorkers. Through its subsidiary, Phipps Houses Services, Inc., it conducts residential and some commercial property management, and its tax exempt affiliate, Phipps Neighborhoods, provides human services to its development communities.

This position is an integral part of a dynamic management team. As **Assistant Property Manager** your role is to provide advisory and organizational support, and affordable housing programming knowledge to ensure the smooth, efficient response to daily workings of a property. A professional and courteous demeanor is essential.

Duties:

Supervisory Responsibilities- In coordination with the Property Manager and/or Area Manager, carries out supervisory responsibilities in accordance with the organization's policies, applicable laws overseeing office and maintenance and management staff at the property. Ensure that maintenance staff are carrying out assigned duties and have the necessary resources and tools to complete necessary work at the highest level of quality.

Oversee site office staff to make sure documents, reports and tenant information is handled in a professional manner with documents filed in a timely method. Oversee site staff making sure that duties are carried out timely and with efficiency

Accounts Receivables- Oversee the timeliness of rent collections. Using Yardi Voyager reports, review the monthly rent collection status of each resident. Discuss with the Legal dept. and our attorneys when to begin court proceedings. Send reminder notices to delinquent tenants prior to beginning court proceedings. Appear in housing court, if necessary. Collect tenant data needed to begin court proceedings. Ensure that we are being timely in taking action with collection cases.

Continuous Learning- Affordable housing undergoes continuous change. An assistant property manager, must continuously seek out new rules regulations and trends from federal, state and local agencies and municipalities. Being proactive and staying on top of current regulations is critical to the role.

Team Work- Assistant Property Managers must develop strong working relationships with the various Phipps' Departments especially Human Resources, Purchasing, Bookkeeping and Accounting. Communication (both written and oral) and organizational skills are important components needed to create an efficient workflow among the various back office departments. A collaborative working relationship with each department is essential.

Leasing – Work closely with the Property Manager and the Re-Rental and Lease Renewal Departments to ensure vacancies are rented quickly. Assist with move-ins, move-outs, unit inspections and timely turnaround of vacant units to ensure they are made ready for occupancy as soon as possible.

Customer Service and Follow up- Effective, respectful communication between the management, maintenance and residents is an integral part of a positive management experience. Assistant Property Managers are the embodiment of Phipps Houses and must treat residents, employees, colleagues and the community professionally and with respect. APM must provide prompt responses to inquiries and requests.

Yardi – Routinely monitor tenant activity in Yardi Voyager for upcoming lease renewals, vacancies and rent delinquencies. Take necessary action where appropriate.

Flexibility- Assistant Property Manager's days will be varied; no two days will be totally alike.

Other duties as assigned by Senior Management

Qualifications:

- Bachelors' Degree preferred. Minimum Associate's Degree or 60 college credits plus 3 years' experience in affordable real estate management.
- Low Income Housing Tax Credit experience **a must** and LIHTC specialist accreditation preferred.
- Experience with Low Income Housing Tax Credit Program, HOME, Section 8, Supportive Housing and HCR Rent Stabilization.
- Experience with Yardi Voyager; ability to produce various reports necessary for the oversight of the property.
- Excellent written and verbal communications.
- Ability to assess situations, make a reasoned decision, create a plan and with the knowledge and approval of the property manager execute the plan.
- Word and Excel experience required.
- Excellent math skills.
- Notary License a plus.
- Bilingual (Spanish) a plus

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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 talk or hear. The employee frequently is required to walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

***Please apply through our Career Portal using the following link: <https://tinyurl.com/y63njktl>**