



**CITY OF HAWTHORNE
HOUSING DEPARTMENT
HOUSING PROPERTY SUPERVISOR
Classification Specification
(Non-Classified)**

JOB SUMMARY

The Housing Property Supervisor, is responsible for managing daily operations of the property, including supervising team members and resources of the property to achieve established budgeted financial and operative goals. The incumbent is responsible for the overall performance of the property including but not limited to collections, leasing and occupancy, marketing, expense control, managing capital project, vendor relations.

SUPERVISION RECEIVED

The Housing Property Supervisor works under the general guidance and direction of the Director of Housing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Housing Property Supervisor. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- A customer-focused mentality able to foster relationships and provide excellent customer service to residents.
- Develop and implement the annual property budget.
- Operate the property within financial guidelines.
- Perform financial tasks such as rent collections, invoice payment, and analysis of operating statements.
- Manage community operations, maximize rental income and minimize expenses through planning and control; strong with numbers.
- Perform daily physical inspections of the property and coordinate with internal or external maintenance team.
- Maintain direct supervision of all staff, including work schedules, the delegation of duties, motivate and conflict resolution.
- Maintains Waiting List and responsible for all lease administration duties.
- Conduct annual certifications and rent increases.
- Ensure all City policies and procedures are upheld and infractions are properly reported.
- Meet leasing objectives by ensuring proper sales techniques are used including first-hand leasing.
- Bid, negotiate, and manage conformity with vendor contracts in accordance with the City's contract requirements or client requirements.
- Coordinate and oversee all tenant and building construction work to ensure timely and accurate completion of all construction work at property.
- Exercise independent judgment and discretion to handle and resolve resident requests or concerns.
- Outstanding communication skills, both written and verbal.
- Proficiency with various software, apps, and computer programs.
- A polished, professional appearance.

- Take responsibility for administrative duties including required reporting.
- Implement, design, and maintain a resident retention program, i.e., newsletter, resident referral program, and/or social activities.
- Design/maintain a marketing and advertising concept for property for implementation.
- Ensure property compliance with OSHA, Fair housing, and City safety guidelines.
- Investigate and/or report any incidents regarding the residents, employees, vendors or others regarding the property.

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from an accredited four-year college or university with a degree in Bachelor's in Business Administration.
- Three (3) to five (5) years of recent residential, multi-family, property management experience at a property with 40 or more units.
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Licenses, Certificate and/or Special Requirements

- A valid California class "C" driver's license, safe driving record, and proof of insurance are required at the time of appointment.
- A current California Real Estate Brokers license.

QUALIFICATION

Knowledge, Skills and Abilities

- Knowledge in Fair Housing, California Eviction Laws, HCD Rent Limits and program regulations, HUD HOME Project (CFR – rent limits policies and regulations)
- Ability to exercise sound judgment.
- Ability to self-motivate with attention to detail.
- Ability to maintain positive relationships with internal and external contacts.
- Ability to communicate effectively with fellow employees, City staff, and the general public.
- Ability to establish and maintain effective working relationship with fellow employees, City staff, and the general public.
- Ability to multi-task, delegate, and lead a team in a fast-paced, demanding environment.
- Ability to maintain confidentiality regarding sensitive information.

PHYSICAL AND WORKING CONDITIONS

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.

Work is performed in an office environment with moderate noise levels; duties require the ability to speak, hear, touch and see. Also required is the ability to exert a small amount of physical effort in sedentary to light

work involving moving from one area to another; occasionally bending, stooping, kneeling, reaching, and pushing and pulling (drawers opened and closed to retrieve and file information); occasionally lifting and carrying materials that weigh less than 25 pounds. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing on a keyboard, filing, data entry and/or use of a personal computer or other office equipment and supplies; may involve sitting or standing for prolonged periods of time.

FLSA Status: Non-Exempt
Bargaining Unit: HMEA
Civil Service Status: Non-Classified

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