



Property Manager - Rockdale House Apartments

The primary role of the Property Manager is to provide a professional and supportive environment for residents, visitors and property associates. He/she oversees the physical apartment community, meets the financial objectives of the owner and Management Company, as well as maintain all applicable outside agency standards and requirements. The Property Manager is required to be on-call after RCAP Solutions business hours and to respond to and resolve emergency situations.

Key Responsibilities:

- Establish and maintain regular daily office hours
- Maintain property occupancy by advertising vacancies, effectively retaining residents and successfully marketing the property to attract new residents.
- Screen and review all applications
- Confirm all leases and corresponding paperwork are completed and input to software system accurately and on a timely basis.
- Maintain community appearance and ensure repairs are noted and completed on timely basis. This requires regular community inspections and tours.
- Inspect apartments for move-in condition (pre-inspection) and turnover status; coordinate with maintenance technician for unit inspections
- Utilize maintenance software program to enter and track work orders.
- Promote positive resident relations; investigate and resolve tenant issues and complaints promptly to ensure resident satisfaction with management.
- Enforce rules of occupancy fairly and consistently; remain unbiased at all times.
- Ensure property's filing system is maintained including applicant, tenant, accounting, vendor and contract files.
- Utilize sound rent collection procedures, including following up with delinquent accounts promptly.
- Participate in the preparation of the annual operating budget with the Director of Property Management
- Review monthly financial statements to operate within budget.
- Follow all financial procedures and requirements timely and accurately.
- Ensure all administrative paperwork is accurate, complete and submitted on a timely basis.
- Ensure that A/P invoices are submitted to the corporate office for payment, handle petty cash and all funds.
- Determine HUD eligibility for residents and applicants on annual basis;
- Ensure compliance with all HUD Section 8 rules and regulations.
- Monthly preparation of the Section 8 HAP Voucher/or other subsidy source;
- Notify residents of all issues affecting their tenancy.
- Remains current on and compliant with policies and laws affecting the marketing and leasing of the property, including HUD, Fair Housing laws, and other applicable state laws.
- Maintain building security measures, ensuring proper incident documentation and notification to the Director of Property Management and insurance agent.



- Lead emergency team for apartment community. Ensure proper response and handling of all community emergencies with staff, residents, buildings, etc. within company guidelines to minimize liabilities (i.e., criminal activity on community, employee/resident injuries, fires, etc.).
- Prepare and file court documents for evictions and attend scheduled court proceedings, as necessary.
- Attend certification classes, monthly meetings, seminars and workshops as required.
- Obtain Assisted Housing Manager (AHM) designation within 12 months of hire
- Assist other properties, as necessary.
- Coordinate with Resident Service Coordinator for implementation of resident activities and correspondence (i.e., monthly newsletters).
- Work as part of the Property Management Team alongside the site's Resident Service Coordinator and Maintenance Technician.

Education Requirements:

- High School Diploma / GED Equivalent; some college beneficial

Experience Requirements:

- Specific experience in housing management or with housing subsidy programs is desirable.
- Excellent customer service skills.
- Ability to multi-task with significant attention to detail.
- Proficiency in Microsoft Office, including Word, Excel, and Outlook.
- Ability to read, write and speak English.

Certification or Licensures:

- Valid MA Driver's License

Working Conditions:

- Typical Office environment.

Interested candidates, should submit a resume and cover letter to HR@rcapsolutions.org

Location – Northbridge, MA (32 hours)

Grade Level: 16

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Send cover letter and resume to our Human Resources Department or Email: HR@rcapsolutions.org or Fax: (978) 630-9651.