**POSITION TYPE:** Exempt (Revised 9/2019)

**GENERAL STATEMENT OF POSITION:** Manages apartment complexes. Implements Tax Credit Program in accordance with Section 42, IRS regulations; does related work.

**DISTINGUSHING FEATURES OF THE POSITION:** The Site Manager manages LIHTC units. The employee ensures the procedures and operations involved in the implementation of the LIHTC are carried out according to Section 42, IRS regulations. The employee also ensures that procedures of Iowa Landlord/Tenant Law are followed. The work is performed under the supervision of an additional Tax Credit Specialist and the Fort Dodge Housing Agency’s Executive Director within established policies and procedures.

**ACCEPTABLE EXPERIENCE AND TRAINING:**  Preferably experience with property management and working with the public; or a combination of experience and training that provides the required knowledge, skill and abilities.

**EXAMPLES OF WORK: (Illustrative only)**

* Provides day-to-day management of Town Square Apartments
* Shows units to potential tenants
* Sets up appointments with applicants and briefs them on operation of program
* Takes applications
* Runs background checks
* Verifies tenant income and other factors relating to eligibility
* Notifies tenant if determined eligible or ineligible
* Maintains tenant files
* Maintains tenant files in computer software, such as move-ins, move-outs, rent changes
* Leases up new tenants
* Provides information concerning tenant responsibilities
* Answers questions concerning the program to persons calling in or walking into the office
* Sends information to tenants pertaining to units, policies, procedures, rules and regulations
* Makes appointments and conducts annual recertification interviews for all tenants to ensure the tenant continues to remain LIHTC eligible
* Monitors the waiting list
* Implements procedures in compliance with Equal Opportunity Housing
* Implements procedures in accordance with Iowa Landlord/Tenant Law
* Collects rent on monthly basis
* Collects laundry money from the machines on a monthly basis
* Handles delinquent accounts, applies late fees and rent increases when necessary
* Sends proper notices and files with Small Claims Court on delinquent rents, etc; Goes to court when necessary
* Handles unexpected situations around the apartment complex, responds to tenant complaints and concerns in writing
* Other duties as assigned by the Executive Director

**KNOWLEDGE, SKILLS AND ABILITIES:**

* Strong working knowledge of the provisions of the Section 42,IRS LIHTC Program
* Strong working knowledge of the social and economic problems as related to housing needs of the low to moderate income segment of the community
* Strong working knowledge of professional business practices and procedures
* Strong working knowledge of Iowa Landlord/Tenant Law
* Ability to work under pressure and with frequent interruptions using tact, courtesy and professionalism
* Ability to establish and maintain good communication skills and an effective working relationship with other members of the FDHA staff, tenants, and community members

**POST EMPLOYMENT:**

* Attend training and receive certifications as required by the Executive Director or his/her designee. Training may include but will not be limited to:
  + Attend Iowa Landlord/Tenant Law training.
  + Attend Low Income Housing Tax Credit Training and obtain certification.
  + Maintain current knowledge base of changes within area of assignment
  + Continuing education within area of assignment (as example)
    - Iowa Landlord/Tenant Law
    - Tax Credit training and certification
    - Fair Housing

**PROGRAM REQURIEMENTS:**

* Worker must sign a confidentiality waiver
* Worker may not have a criminal background of any kind
* Must be courteous and professional to all residents, staff and other consumers
* Worker must inform agency of any medical conditions which would limit or restrict the safe performance of job responsibilities i.e.: allergies, asthma, diabetic, back problems or other health related issues