

March 2025  
FLSA: NON-EXEMPT

## **PROPERTY OPERATIONS SPECIALIST I**

### **DEFINITION**

Under general direction, performs a variety of specialized technical and clerical support duties related to the Housing Authority's property operations of new and existing projects related to applicant screening, application processing, client engagement and support. Assists with maintaining and preparing reports related to property financial and operational performance, assesses physical conditions of assets, manages preventive maintenance process through close monitoring of annual inspections and monitoring subsidy payments for accuracy and timely receipt. Provides support with managing the recertification tracking completed by the PMC and status of 3rd party file audits led by the PMC. Performs additional related work as required to assist with the oversight of the PMC as it relates to general operations of the portfolio.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Director of Property Operations. May receive work direction and functional supervision from higher level staff. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the entry level class in the Property Operations Specialist series. Incumbents of this class perform specific assignments in accordance with established policies and procedures. Assignments are initially performed with detailed supervision and training. As the incumbent becomes more proficient at the tasks, greater independence is reached. Assignment specialties may include certifying eligibility, waiting list maintenance, reexaminations, or inspections. Actual responsibilities may vary according to assignments. Incumbents may be responsible for individual tasks that make up a function. This classification is distinguished from the Property Operations Specialist II classification in that the latter is expected to demonstrate a greater level of independence and decision-making regarding the functional area of assignment.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a variety of work in direct support of or closely related to property operations of the Housing Authority.
- Works with clients in the provision of housing services through the application process.

- May perform leasing functions; explains housing programs to applicants, participants, and property owners; conducts landlord outreach; may notify tenants of their rights and responsibilities.
- May perform various eligibility functions such as screening and interviewing applicants, processing applications, and considering various factors to determine program eligibility; issues vouchers to eligible applicants in housing assistance programs and may recertify participants to transfer.
- May perform various inspections including routine inspections and those related to annual reexaminations; makes decisions as to the degree to which an item falls into "fail" status, which conditions pose safety concerns, and which items shall be monitored only; communicates inspection results and correction time limits to owners and tenants.
- May perform annual, interim and special reexaminations of participants.
- May conduct rent surveys of assigned areas; may ensure rent reasonableness; may coordinate and perform lease negotiations.
- May evaluate and process rent corrections, including calculations and required reimbursements.
- May train and educate other staff on the use of office equipment and software applications.
- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and Alameda Housing Authority Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Answers questions, explains rules and regulations, resolves problems, and receives and investigates complaints; may resolve property services issues that may involve determining corrective action and the assignment of appropriate staff and equipment; may resolve tenant issues including referral to various social service programs.
- Maintains data related to the recertification process status and file audits of the communities managed by the PMC and prepares a bi-weekly update for review with stakeholders.
- Manages and assists with the coordination of the annual unit inspections. Tracks the status of needed repairs through a weekly update to internal and external stakeholders and manages status of the subsidy payments monitoring for abatement if applicable.
- Generate daily reporting regarding the accounts payable status of the portfolio identifying areas of concern related to payment status, approval, and timing.
- Audits security deposit disposition reporting to ensure adherence to state laws regarding timeliness and legitimacy of charges. Prepares analysis of ratio of charges to percentage of total deposits on hand.
- Reviews and audits unlawful detainer tracker to PMC YARDI. Will be required to assist with resident ledger audits.
- Audits and maintains the turnover process of the PMC providing monthly reporting and comparing performance as well as identifying specific property performance.
- May manage the AR reporting of the portfolio identifying and auditing accounts that need attention as well as tracking performance week over week.
- Conducts weekly audits of non PBV rental availability and ensures advertising is in place both with AHA and external advertising sources.
- May audit daily accuracy of PMC YARDI platform identifying alerts related to operations that need attention and working with PMC to ensure operating system is kept current.

- Meet with residents and PMC to resolve concerns. Lead the annual resident engagement meetings and establish action plans with the PMC.
- Participates in monthly financial review calls with PMC and assists with auditing accounts and identifying performance concerns as needed.
- Conducts regular site inspections to assess physical asset of the portfolio, identifying risk management concerns, curb appeal improvement needs, and make ready status of vacant units. Prepare reporting for internal and external stakeholders addressing the status of needs directly with the PMC through to completion.
- Assembles and reviews data and information for various records and reports.
- May assist with various projects or activities as assigned; participates on teams and performs the assigned share of the workload.
- Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- May participate on special committees.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic methods and practices used in housing assistance and/or social service programs.
- Applicable laws and regulations including those related to fair housing and local housing codes.
- Knowledge of PMC YARDI platform.
- Policies, technical processes, and procedures related to the Housing Authority.
- Methods used to conduct housing inspections.
- Specific property conditions that have the potential to endanger the health and safety of occupants.
- Filing techniques, including indexing and cross-referencing methods.
- Document and report production methods.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

### **Ability to:**

- Interpret, apply, and explain applicable Housing Authority policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Compile and review information; prepare records and reports.

- Conduct basic housing inspections and communicate results with owners and tenants.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work. Specifically, must be able to retrieve data and reporting for both residents and the portfolio utilizing the PMC YARDI platform.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of twelfth (12<sup>th</sup>) grade (college degree preferred) and three (3) years of responsible clerical experience involving public contact, telephones, recordkeeping, file maintenance, word processing, data entry, and document production in an office or social service setting. Experience working with assisted housing programs, social services programs, or property management is desirable.

**Licenses and Certifications:**

- Tax Credit Specialist designation required.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or tablet, typewriter keyboard, or calculator and to operate standard office equipment. Typical positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Additionally, some employees in this classification may be assigned to occasionally or primarily perform inspections in the field which requires the ability to operate a motor vehicle, climb stairs, bend, stoop, or reach to examine physical conditions at assisted properties, and record inspection results on paper or an electronic device. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Additionally, employees assigned to perform field inspections, work in and around houses and buildings and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, animals, insects, physical, mechanical, and/or electrical hazards, and hazardous physical substances and fumes.