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*“Committed to Safe and Affordable Housing”*

**Job Title:** Property Manager—Lower Valley  
**Classification:** Non-Exempt  
**Category:** Social Services  
**Salary Range:** \$19.00 - \$29.00

The Property Manager is responsible for oversight of the daily operations of Toppenish Family Housing, Harmony Park & Valley 7 (Lower Valley). The responsibilities include, among others, reviewing applications for potential residents, applying established criteria for residents qualifications, renting units, completing annual recertifications, interims, unit transfers, overseeing use of shared facilities, coordinating property maintenance, investigating and resolving tenant complaints and issues, preparing necessary reports, and supervision of onsite services.

The Property Manager works from the YHA Toppenish office. The Property Manager must also have experience and demonstrate proficiency in Rural Development, Tax Credits, and Housing Trust Funds (department of commerce) which is essential for successfully managing the project.

#### **Primary Duties and Responsibilities**

- Review tenant applications for eligibility; maintain waiting lists; show available units.
- Complete annual, interims and unit transfers certifications, on a timely manner.
- Follow Yakima Housing’s procedures for processing eligible applicants within the program guidelines attached to the property. Ensure that all new move-in files are complete, accurate, and orderly.
- Attend training as needed and recommended by Yakima Housing Authority. This training may require overnight stays out of town.
- Walk property at least twice per/day (once in the morning and once in the evening) to assure residents of management presence and to monitor the overall appearance of the property.
- Attend regular in-house training and informational meetings.
- Ensure that vacant units are “turned” in the fastest possible time by monitoring timeliness of vendors and maintenance staff. Walks vacant unit bi-weekly to monitor progress turn.
- Keep property vacancy loss to a minimum by processing multiple applicants simultaneously upon receipt of notice of intent to vacate by current resident.
- Work with Yakima Housing accounting staff to facilitate smooth accounting procedures.
- Complete, acquire, and process in an efficient and timely manner all required forms, documentation and other relevant paperwork required for tenant occupancy. Outline and explain conditions and terms of occupancy with new residents.

P.O. BOX 1447 Yakima WA 98907 • [www.yakimahousing.org](http://www.yakimahousing.org)

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- Complete and timely submit required weekly reports, monthly reports, ticklers and compliance reports.
- Cooperate with compliance staff in timely submission of requested information for audits, inspections, and annual reports for lenders and regulatory agencies.
- Instruct tenants in emergency procedures, appliance use, and property rules.
- Investigate tenant complaints and resolves tenant issues, prepare written incident reports, serves tenant warning notices, 3-Day notices, 10-Day Notices, 14-Day Notices and 30-Day Notices, appears in eviction proceedings, and maintains a daily Managers log.
- Show vacant units and applies approved marketing strategies to reduce vacancy loss.
- Conduct walk through of vacated units assessing any damage, cost of repairs, and arranges turnover repairs. Prepare security deposit refund statements and submits to the Yakima Housing Authority housing department for disbursement in accordance with lease provisions.
- Work in cooperation with the Yakima Housing Maintenance Supervisor, schedules maintenance staff, engages subcontractors in repairing plumbing or electrical malfunctions, painting of apartments or buildings, and maintaining landscaping or gardening work, and prepares maintenance work orders for all maintenance work to be performed.
- Work in cooperation with Service Coordinator staff.
- Ensure that all federal, state, and local laws, regulations, and policies applicable to the project and tenant occupancy, including Yakima Housing Authority’s rules and policies, are adhered to and appropriately enforced at all times.
- Other duties as assigned.

### **Requirements**

- Commitment & enthusiasm towards achieving Yakima Housing’s Mission Statement.
- Demonstrated ability to manage and work cooperatively and effectively with a diverse group of people.
- Strong oral and written communication skills.
- Strong time management skills and ability to multi-task.
- Demonstrated ability to create, maintain, and manage records with efficiency and attention to detail.
- Demonstrated ability to collect and precisely account for tenant security deposits and rents.
- At least 3 years of experience managing a large apartment complex, subsidized housing experience preferred.
- Experience and understanding of the administration of Tax Credit Projects and USDA Rural Development.

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- Possession of a valid Washington State Driver’s License, a good driving record, and automobile insurance per requirements of the State of Washington.
- Working knowledge of computer software and systems: Excel, Word, Windows and email.

### **Language Skills**

- Ability to read and interpret rental agreements, government regulations, and budgets.
- Ability to write effective business correspondence.
- Ability to effectively communicate information and respond to questions from groups and individuals.

### **Legal Requirements**

Additional licenses or certifications may be required. It is the employer’s responsibility to ensure the appropriate licenses/certifications are obtained for this position.

### **Desirable Qualifications**

High school diploma or GED; AND at least four years of experience in property management, real estate, case management, social services, or similar field; AND ability to speak, read, and write fluent English and Spanish; AND the ability to perform the work.