

Apartment Manager Job Description

Terms & Hours

The Apartment Manager is a part time position for routine management duties (see below). Additional hours may be necessary to deal with emergencies or heavy work loads; this additional time must be cleared with the Executive Director. Routine hours may be worked over a 2 to 4 day period but not in a single day.

Duties

1. Establish times when office is open to receive rents, inquiries and complaints. Post office hours on bulletin board outside the office.
2. Show all available apartments to prospective tenants.
3. Help applicants to fill out the following forms:
 - a. Income Verification
 - b. Request for Verification of Employment
 - c. Information Sheet
 - d. Credit Verification
4. Send requests for Verification of Employment to employers. Send third party verifications of income, employment verifications, verifications of allowable deductions such as medical for the elderly/disabled, and asset verifications.
5. Notify applicants in writing when all verification has been completed and they do or do not qualify for the apartment. Notify all applicants in writing whether they are accepted, placed on a waiting list, or rejected and reason for rejection.
6. Review Lease and Tenant Certification with Applicant including attachments:
 - a. Rules and Regulations
 - b. Condition and Inventory Report
 - c. Utility Allowance Calculation Sheet
 - d. "Permission to enter premises" form
7. Send the complete Tenant Certification to the USDA Rural Development office electronically and send a copy to the Managing Agent. Send Security Deposit form with duplicate deposit form to the SHPC office. Security Deposits are deposited in an interest bearing account in the tenant's name. All checks should be made payable to the owner of the apartment project (i.e. Tully Housing Company; Marcellus Housing Company; Nine Mile Creek).
8. Prior to Tenant move-in, go through the apartment with Tenant and complete the Condition and Inventory report. Instruct Tenant in proper operation of appliances, plumbing fixtures, thermostat, windows, call-for-aid cords, and emergency equipment.
9. Maintain files for applications, leases, invoices, correspondence and any other pertinent data such as appliance warranties, etc. The Apartment Manager is also responsible for maintaining a file of rejected applications along with a copy of the rejection letter.
10. Maintain master list of all apartments as to rental rates, lease schedules, and preventive maintenance work schedule.

11. Collect Rents and miscellaneous charges from Tenants and deposit in bank. Send duplicate deposit slip and rent form to SHPC. Begin late rent collection after the tenth (10th) of the month. Send a notice and collect the late fee.
12. Enforce Eviction Policy as outlined in the lease, after receiving approval from The Managing Agent.
13. Send a copy of all evictions to USDA for their review.
14. Maintain an Inquiry List and Waiting List based on information provided in the applications submitted to the office. Keep a single list but designate income levels (very low income or low income) and apartment sizes. Keep a transfer list.
15. With the Maintenance Supervisor, determine any damages other than normal wear to carpets, walls, ceiling, appliances and other interior items that might be withheld from security deposit.
16. Maintain a Petty Cash fund.
17. Post all notices as directed by the Managing Agent.
18. Prepare all 90 day letters, have Tenant sign and give copy to Tenant. Put original in Tenant file. If necessary, prepare 30 day letters and give a copy to Tenant and put in original in Tenant file.
19. Collect and deposit laundry coin income.
20. Comply with all Fair Housing and Equal Opportunity laws, and treat all tenants and their guests with courtesy and respect.
21. All other duties as assigned by the Managing Agent.