

March, 2019

POSITION TITLE: MOBILE HOME PARK MANAGER
DEPARTMENT: Property and Asset Management
SUPERVISOR: Director of Property and Asset Management

PURPOSE: Professional, responsible work involving the operation and day-to-day management of assigned mobile home park portfolio.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Handle day-to-day site operations of assigned properties.
2. Conduct orientation and move-in with all new residents.
3. Conduct move-out inspections and follow-through with necessary actions for resolution of findings; inspect abandoned homes, assess value, and market or arrange disposal as appropriate; oversee the submission of documentation for damage assessment and/or deposit settlement.
4. Conduct annual inspections.
5. Investigate, mediate or otherwise resolve lease violations, incident reports, resident disputes and grievances, conduct informal meetings, as necessary.
6. In accordance with VSHA policies and procedures, handle all rent collection efforts for late and delinquent accounts, may arrange reasonable repayment plans.
7. Refer delinquent accounts and other violations to legal counsel and assemble all required evidence and records needed for legal proceedings; and as required, testify at hearings or in court.
8. Generate reports on day-to-day activities and operations of assigned properties, including collection reports.
9. Provide input into the development of operating and rent collection systems.
10. Assist in preparing property budgets; responsible for budget compliance.
11. Ensure property maintenance needs (routine, preventive, emergency, and capital) are completed professionally, timely, and on budget.
12. In accordance with VSHA procurement policies and procedures, handle vendor coordination, including review and approval of payments.
13. Serve as liaison with local social service and advocate agencies, make referrals as needed; handle information requests from applicants, residents, municipal officials, real estate agents, mortgage lenders, and the general public; and work with residents and groups in support of property and community activities.

14. In accordance with VSHA policies and procedures, handle reasonable accommodation requests from applicants and residents.
15. Perform related work as required or assigned.

SECONDARY POSITION TASKS:

1. Provide back-up to other mobile home park managers or mobile home park specialists during periods of leave or other heavy workloads.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

1. Bachelors Degree.
2. Experience as defined below may be substituted for education on a year-for-year basis for the Bachelors Degree.

Experience:

1. Three years hands-on experience in property management in the public, nonprofit or private housing field; including experience in collections; supervisory experience is preferred.

Skills and Abilities:

1. Organizational, time management, mathematical and writing skills necessary to maintain a large and varied workload, including report generation and correspondence; ability to utilize computer programs, and maintain recordkeeping systems.
2. Knowledge of property management rules, regulations and procedures; collection techniques; and the ability to make interpretations and correct decisions applying them to work situations.
3. Familiarity with landlord/tenant laws, and federal and state nondiscrimination and accessibility requirements.
4. Working knowledge of basic construction, maintenance materials and building codes. Knowledge of or ability to learn mobile home park water, sewer and electrical systems and state and federal laws, permits, and regulations governing operation and construction of such systems.
5. Ability to assess and resolve complex situations; exercise good judgment, courtesy and tact.
6. Strong interpersonal skills and ability to communicate effectively orally and in writing; must exercise a high degree of confidentiality, judgment, courtesy and tact; and establish and maintain effective working relationships with tenants/residents, employees, officials, agencies and the general public.
7. Ability to gather information, conduct research and generate reports and work plans.

8. Ability to work independently and provide day-to-day direction to the maintenance, custodial, technical/clerical and contracted operations of the property portfolio.
9. Must be reliable, dependable, and able to handle emergency situations in a logical, level-headed manner; and handle stressful situations with sensitivity, empathy and tact.
10. Ability to work in legal situations and proceedings and conduct informal hearings.
11. Ability to meet goals and objectives set by the Authority.

Essential Certifications/Registrations/Licenses:

1. Must possess a valid driver's license, dependable, private means of transportation and carry liability insurance of at least \$50,000.
3. Must have or be able to obtain state of Vermont water and sewer operator certificates.

ESSENTIAL WORKING CONDITIONS/PHYSICAL DEMANDS:

1. Part time or full-time position, 20-40 hours per week, classified position.
2. On-site field and office environment. Work involves walking, standing, bending, and driving on a regular basis.
3. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
4. Must be able to respond to emergencies at odd hours.
5. May occasionally be exposed to potentially hazardous environments.

EQUIPMENT USED:

1. Computer, printers, telephones, fax, copy machine, calculator, general office equipment.

PAY CLASSIFICATION: 9