

HOUSING RESOURCES BAINBRIDGE JOB DESCRIPTION

Property Manager and HomeShare/Homeownership Program Coordinator

Summary and Purpose:

The Property Manager and HomeShare/Homeownership Program Coordinator manages and assists with multiple programs for Housing Resources Bainbridge and serves as the initial point of contact for all incoming clients. This role is integral to supporting members of the community who need assistance with housing and housing related issues by providing positive, efficient and professional service.

Reports to: Executive Director

Responsibilities of this position:

- Property Management duties (see below)
- Homeownership Program duties (see below)
- HomeShare/HomeFinder Program duties (see below)

Property Management:

1. Receive and respond to all inquiries by phone, online, and in person regarding HRB Rental Properties
2. Provide resource and referral information to clients searching for housing.
3. Write HRB properties policies and procedures to handle all areas of property management (rent, maintenance, parking, etc.).
4. Be responsible for keeping all forms for properties up-to-date such as applications, leases, certifications, releases, etc.
5. Interview prospective renters to determine eligibility for HRB permanent-rental housing programs
6. Perform periodic grounds inspections at all properties.
7. Coordination: Working with households to resolve delinquent rent, undertake rent-up paperwork and annual income certification
8. Manage and maintain HRB Rental waitlist in compliance with Fair Housing Law
9. Update and keep current HRB tenant phone/email list
10. Develop, create, and maintain a procedural manual including eligibility requirements for each property
11. Create, organize and update all Tenant forms and files
12. Keep all documentation necessary for each property and funding source and complete all required reports in a timely manner
13. Coordinate with Maintenance Department on maintenance issues, capital improvements, and other property issues.
14. Be available to respond to evening and weekend emergencies periodically.

15. Market HRB properties in the community per Affirmative Action and other funder requirements.

Homeownership Program:

1. Receive and respond to all inquiries by phone, online, and in person regarding the Homeownership Program
2. Income qualify applicants for Homeownership Program per HUD, HRB, and other funder's regulations.
3. Maintain Homeownership waitlist per HRB policy.
4. Provide credit and debt counseling for FCV applicant's as needed
5. Understand fully and be able to explain Ground Lease, neighborhood CC&R's and other documents to homebuyers.
6. Assist applicants for home ownership in obtaining appropriate mortgage approval
7. Support homeowners during resale process. Work with lenders and real estate agents to ensure proper execution of the Ground Lease.
8. If applicable, work with buyers to obtain USDA financing through the 502 Direct Loan Program.
9. Work with mortgage lender and title company to coordinate closing process
10. Attend closing signing with homebuyers
11. Market the homeownership program in the community.
12. Comply with required reporting to funders and others as needed.
13. Develop and operate stewardship activities for current owners and homes in the portfolio
14. Support the Ferncliff Village Association and other homeowner associations by representing HRB and assisting members with matters related to the Associations.

HomeShare/HomeFinder Program:

1. Receive and respond to all inquiries by phone, online, and in person from families needing affordable rental housing in the region
2. Maintain and update on a regular basis the HRB HomeFinder/HomeShare Program database of county-wide multifamily housing
3. Report the monthly outcomes of the program using spreadsheets and the database software
4. Make appropriate referrals to other agencies in Kitsap County and other areas
5. Create, organize, and update all HomeFinder/HomeShare forms and files
6. Interview home seekers in the office
7. Interview home providers in their home
8. Qualify and certify both home seekers and home providers
9. Provide final approval for home seekers and home providers
10. Provide matches to both home seekers and home providers
11. Maintain all HomeShare records, forms, and files

12. Market the HomeShare Program in the community and to both home seekers and home providers

Requirements/Qualifications:

- College Degree or equivalent experience
- Competent in MS Word, Excel, PowerPoint, and other office programs
- Experience using Salesforce Non Profit Platform
- Must pass background and reference check
- Detail Oriented
- Analytical
- Ability to multi task and work in a busy open office environment
- Must be patient and willing to spend time teaching/explaining housing information, program guidelines, etc to applicants, clients, and others
- Excellent Communication skills
- Must be able to provide own transportation to show rental property, perform home inspections for HomeShare Program and to attend meetings out of office as assigned. Mileage is reimbursed.