



Job Description: Property Manager Assistant

Avalon Housing is a non-profit supportive housing provider created in 1992 as a long-term solution to homelessness. Avalon owns and operates apartments at sites throughout Ann Arbor, manages rent vouchers with private landlords, and partners with both the Ann Arbor and Ypsilanti Housing Commission to provide housing alternatives for formerly homeless adults and families throughout Washtenaw County.

The Assistant Property Manager (APM) is part of the Property Management team, and provides a variety of administrative and data management support to the department. In a broad sense, the APM is responsible for the maintenance and accuracy of Avalon's property management data, acting as a liaison between Property Management and other departments throughout Avalon that need to access Property Management related data. The APM also works directly with tenants and third parties, as well as performing other regular and one-time duties as necessary to continually improve the efficiency and effectiveness of the overall team.

Core Responsibilities include, but are not necessarily limited to:

Centralization and Maintenance of Data

- Responsible for maintaining the accuracy of the Rent Balance Spreadsheet
- Responsible for issuing and filing Nonpayment Notices on a monthly basis.
 - Responsible for maintaining an organized system for Evictions in progress, including both Nonpayment Cases and Behavior-related cases; this includes assisting with queries from attorneys, and providing updated information to attorneys
- Responsible for preparing monthly rent balance letters.
- Responsible for supporting the Property Management Team in the maintenance and tracking of:
 - Unit vacancy and turnover
 - Payment Plan Compliance
 - Eviction Prevention Plan and Conditional Order Expiration Dates
 - Internal Hazardous Unit Inspection Scheduling
- Responsible for assessing late Fees on a monthly basis
- Responsible for generating routine correspondence as needed for Tenants and Support Coordinators, including: (1) printing and providing ledgers; (2) filling out Shelter-Verification Forms; (3) providing rent verification letters

- Responsible for making deliveries to tenants, properties, agencies, and professional offices, as needed by the Property Management Team
- Responsible for preparing mass mailings to tenants, using mail merges
- Responsible for coordinating a periodic Asset Management Newsletter, including soliciting submissions, preparing an electronic draft, printing, and coordinating distribution
- Works closely with Property Managers to continuously review systems and procedures to improve the effectiveness and efficiency of the department

Lease Prep

- Enters new tenants into OneSite Property Management software
- Prepares Lease Packet/Folders for New Move-Ins/Lease Signings

Inspections

- Schedules and facilitates all Housing Quality Standards Inspections (annual and at move-in)
- Schedules and facilitates new move-in inspections for Shelter-Plus-Care & Permanent Supportive Housing Grants

Filing

- Files documents into tenant files on a weekly basis

Desired Qualifications & Experience

- Minimum education level of a High School Diploma required.
- Flexibility in a highly dynamic environment, with a proven track record of successfully multi-tasking.
- Excellent attention to detail and highly effective personal organization skills.
- Ability to receive and offer feedback effectively.
- Excellent written, oral communication and interpersonal skills.
- Strong knowledge and experience with Word, and Excel is required. Knowledge of and experience with database or property management software systems is a plus.
- Excellent listening and information gathering skills.
- Self-motivated with ability to take initiative, as well as ability to work as part of a team. Enjoys performing a support role that enables other staff to perform at their best.
- Experience in tracking projects and deadlines, and supporting a team project.
- Sense of humor and creativity.
- Ability to understand and adhere to all Privacy and Confidentiality policies
- High level of comfort interacting with people of diverse backgrounds and abilities; experience working with people who are homeless or have a mental or physical disability is a plus.
- Property Management and / or Administrative Assistance background and experience preferred.

A valid driver's license and reliable transportation is required.

Job Title: Property Management Assistant

Reports to: Director of Property Management. This position and office is based in Ann Arbor, MI.

Salary: Commensurate with experience and qualifications

Status: Part Time

To apply please send a resume, cover letter, and references to jobs@avalonhousing.org or mail to:

Avalon Housing, Inc., Attn: Personnel

1327 Jones Drive, Suite 102

Ann Arbor MI 48105

This posting will remain open until the position is filled.

Please include the job position title in your email subject line.

Avalon Housing is an equal opportunity employer and actively seeks applicants from diverse racial and ethnic backgrounds, as well as historically marginalized groups. This includes but is not limited to lesbian, gay, bisexual, queer, people who identify as transgender or non-binary, people living with disabilities or mental health conditions, and with lived experience with homelessness or recovery from a substance use disorder. Avalon also encourages those with criminal histories to apply. Avalon doesn't request information about criminal histories unless and until an offer of employment is extended. Avalon may exclude someone based on criminal history if it determines the criminal history is related to or directly conflicts with the responsibilities of the position.