



Eastern Band of Cherokee Indians Job Description

Position ID Number: 971914003	Last Revised: 03/25/2021
Position Title: Property Manager	Department: Qualla Housing Services
Reports to: Housing Director	Division: Housing

Primary Function: The Property Manager is responsible for supervising, controlling, and planning the day-to-day activities of all HCD residential properties. The incumbent is responsible for all activities to ensure that properties are operated in an efficient, cost effective manner while providing high quality, well-maintained housing to residents. The overall role is to preserve and increase the value and integrity of the properties and to meet the financial objectives.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Manage all aspects of rental properties including HIP communities.
- Advertise and market vacant spaces to attract tenants and to keep rentals at optimum capacity.
- Enforcing terms of rental and HIP agreements including terminating of leases and initiating eviction proceedings.
- Establish appropriate rental rates by conducting market research, determining costs and considering revenue goals.
- Prepare reports on the financial performance of properties.
- Develop and manage annual budget by forecasting requirements and analyzing variances, data, and trends.
- Address tenant concerns in a timely professional manner.
- Complete move-in and move-out reports for damages.
- Send and post all notices regarding compliance to rules and regulations when a violation occurs.
- Process invoices for correctness, accuracy and proper coding.
- Maintain a positive, productive relationship with tenants.
- Organize inspections and prepare inspection reports.
- Oversee all work associated with the upkeep and maintenance of the grounds.
- Resolve conflict and complaints among residents, if possible, in order to avoid grievances.
- Update job and market knowledge.
- As a Housing Division team member, complete other duties as assigned.

Education /Experience:

- Bachelor's Degree in Real Estate, Property Management, Business Administration or a related field required.
- Minimum of three years in property management experience is required. Valid real estate agent/broker license is preferred.
- Valid NC Driver's License required.

Job Knowledge:

In depth knowledge of property management and its financial aspects. Strong organizational and time management skills. Excellent communication and negotiation

skills. Good customer service skills. Basic knowledge of building and ground maintenance.

Complexity of Duties:

Difficult work on highly technical or complicated housing management problems presenting a variety of new or constantly changing variables or considerations. Duties require outstanding judgment, creativity, initiative, and ability to deal with complex factors. Tasks are complex and often require resourcefulness and initiative to be successful. Must use problem solving skills and be able to collect and analyze data in performing duties.

Contact with Others:

External or internal contacts are with persons of varying rank and requires a high degree of tact and curtesy involving explanations, negotiations, discussion, or solutions for technical or personnel problems. Will have frequent contact with suppliers and contractors.

Confidential Data:

Works with or has access to a variety of highly confidential management or technical information and data requiring a high degree of discretion to safeguard the EBCI's interests and employee relations. Will have access to multiple levels of confidential data, including detailed accounts, payroll, personnel files, housing systems, program files, memos, contracts/proposals, budget information and other information all of which are considered highly confidential. Must adhere to all Tribal confidentiality policies and procedures.

Mental / Visual / Physical Effort:

Mental concentration varies depending on the tasks at hand. High levels of concentration are required while handling multiple projects and programs. Subject to frequent interruptions, both by phone and in person, which require a varied response with each contact. While performing duties, one is required to walk, sit, stand, reach with hands and arms, speak hear and see. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

Usual office working conditions with regular visits to rental properties and HIP communities

Scope of Supervision:

Directly supervises 2 subordinates who are responsible for department's maintenance activities

Responsibility for Accuracy:

Probable errors may be serious involving losses such as improper costs, failure to take discounts, overpayment, loss or delayed production, waste of materials, damage to equipment, loss of employee, supplier, or customer goodwill, etc. Errors could have far reaching effects, which could affect the housing programs and related services developed for the Qualla Boundary and cause ill will in the community.

Supervision Received:

Works under the general guidance of the Housing Associated Director. Works independently within established guidelines, such as the EBCI Personnel Policy, EBCI Fiscal Management Policy, TERO Policy, and other established EBCI policies and procedures