

**Housing Authority of the Town of Glastonbury  
Job Description**

**JOB TITLE: Property Manager**

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Exempt (Y/N): Yes	JOB CODE:
SALARY LEVEL:	DOT CODE: 250.357-014
SHIFT:	DIVISION:
LOCATION:	DEPARTMENT: Property Management
EMPLOYEE NAME:	
SUPERVISOR: Director of Property Management	
PREPARED BY: NJG	DATE: 06/30/25
APPROVED BY: NJG	DATE:

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**SUMMARY:** Under the direction of the Director of Property Management, the Property Manager is a certified property management professional. Incumbent is responsible for all phases of day-to-day property operations and on-site team performance in the assigned affordable income housing developments. Incumbent manages the company's objectives and the property's operations, oversees the proper physical condition of the site, and provides a quality living environment, with superior customer service. The Property Manager establishes and maintains a positive, productive working relationship with the property's team members, and ensures that the site is in compliance with regulatory requirements.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Must be proficient in LIHTC programs, State of Connecticut housing programs, and the (Section 8) Housing Choice Voucher program.

Ability to assist in development of operating budgets

Monitor revenue transactions and rent collection; collection agency follow-up and reporting; leasing procedures and compliance with Affirmative Fair Housing Marketing Plan and other regulatory requirements. Assist in the management of operating budgets and enact cost control measures if required.

Oversee upkeep of the property curb appeal, annual inspection of apartments, market ready units, safety and preventive maintenance, preparation for local, state or federal audits or inspections, monitoring of work order system, and incident documentation and reporting for risk management.

Provide outstanding customer service. Ensure that all communications to residents are distributed on a timely basis and prompt follow up on service requests or complaints.

Greet applicants, residents' family and guests, and contractors in a friendly and professional manner.

Interview prospective tenants and records information to ascertain needs and qualifications. Incumbent also is responsible for conducting pre-occupancy inspections and conferences. Obtains credit report, criminal/sex offender checks, landlord verifications and other required background checks on prospective tenant and recommends acceptance or rejection of application.

Accompanies prospects to apartments and discussing size and layout of rooms, available facilities, location of shopping centers, services available, terms of lease, as well as rules and regulations of various housing programs.

Completes lease form or agreement and collects rental security deposit. Conducts move-in and move-out inspections with all residents. Provides orientation to new residents. Maintains all tenant records during the occupancy period.

Responsible for the implementation of approved occupancy policies and procedures as they relate to particular programs and projects. Responsible for conducting all annual tenant recertifications, and computing rent calculations.

Responsible for assuring that all project tenants adhere to the pertinent rules, regulations and the lease. This includes assuring that all common areas are maintained in a decent safe, and sanitary condition by project tenants.

Responsible for assuring that all project tenants make complete and prompt rental payments on a monthly basis.

Responsible for handling tenant complaints and grievances and making appropriate recommendations to the Director of Property Management.

Prepares monthly property management summaries and submits them to the Director of Property Management. Monthly reports summarize the property management metric topics (TAR, work orders, unit turn around, occupancy, annual certifications, etc.), tenant legal actions, property inspection summaries, capital project impacts, and other topics as requested.

Identify, develop and recommend security and safety measures.

Preparation of all internal and external reports related to assigned properties.

Responsible for developing and implementing programs to market units.

Maintains key systems for all developments assigned.

Works with the resident councils and community service agencies. Responsible for developing ongoing effective tenant relations programs.

Performs other duties, as required.

**SUPERVISORY RESPONSIBILITIES:**

Provides supervision to the assigned staff, provides instructions on work procedures and methods to be used; reviews work for accuracy and completeness. Provides timely and ongoing feedback on performance and annually provides a performance evaluation for assigned staff.

**SUPERVISION RECEIVED**

Works under the general supervision of the Housing Authority of the Town of Glastonbury's (GHA) Director of Property Management.

**QUALIFICATION REQUIREMENTS:** LIHTC certified property manager required, other industry certifications in COS, ARM, CPM, etc. are a plus.

Must possess a strong work ethic. Ability to establish a cooperative working environment with staff. Strong verbal and written communication skills, self-motivated and detail oriented. Ability to handle emergency situations and pressure due to complexity and time sensitivity. Ability to work with frequent interruptions and distractions. Preserves and respects residents and applicant confidentiality.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical ability to stand/walk for long periods of time, lift boxes, move light office furniture (chairs, printers, etc.). Must have the ability to visually inspect property, including grounds and building interiors as well as the ability to climb up and down stairs for tours and inspections. Answer and make telephone calls and utilize computer for prolonged periods.

**EDUCATION:**

Minimum of associate's degree or equivalent knowledge, training & experience. Bachelor's degree is desirable but not required.

**EXPERIENCE:**

Five years' experience in multifamily property management.

**KNOWLEDGE SKILLS AND ABILITIES:**

- Knowledge of all regulatory programs, polices and Federal Housing Laws and Guidelines required

- Strong Microsoft Word, Excel, Outlook and HAB or other industry software experience required
- Excellent verbal and written communication skills required
- Demonstrated excellent customer service skills are necessary to be successful in this role
- Fluent in English, ability to speak a second language is desirable.
- Knowledge of regulatory programs and policies regarding housing and affordable housing required.
- Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Driver's License required and ability to be insured by GHA's auto insurance carrier.