

# Brookline Housing Authority

## Position Description

<b>Position Title:</b>	LIHTC Property Manager	<b>Department:</b>	Property Management
<b>Reports to:</b>	Director of Property Management	<b>Approved By:</b>	Executive Director
<b>FLSA Status:</b>	Non-Exempt	<b>Approved Date:</b>	April 2026
<b>PAY RANGE:</b>	\$85,000.00 - \$95,472.00 per year		

### Our Mission

The Brookline Housing Authority provides low-income families, seniors, and people of all abilities with safe, decent, accessible, and affordable places to live in a community rich with opportunities. The BHA works in collaboration with government and civic organizations to support and encourage the well-being and economic self-sufficiency of BHA residents, sustain a diverse population in Brookline, and maintain attractive residential neighborhoods.

### Position Summary

This position manages all facets of LIHTC Property Management at a large property serving elderly and non-elderly disabled residents at the Brookline Housing Authority (“BHA” or “Authority”). The successful candidate enforces lease agreements and timely rent payments, ensures compliance with applicable regulations, collaborates with Resident Services to meet tenant needs, works with Maintenance to maintain building conditions, and coordinates with Maintenance and Applications staff to complete vacancy turnover on schedule. The Property Manager is responsible for overseeing assigned BHA buildings to ensure optimal function, safety, and resident satisfaction. Occasional evening and weekend meetings or events may be required.

### Benefits

This position offers a competitive salary and access to a comprehensive benefits package, including generous sick, vacation, and personal leave; fourteen (14) paid holidays; health, dental, and vision insurance; participation in the state retirement plan; and optional supplemental benefits.

All activities must support the BHA’s mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.*

- Screens and calculates income for applicants processed and referred by Leased Housing for Tax Credit Program eligibility. Conducts Tax Credit recertifications for assigned properties and consults with Leased Housing to ensure timely completion.

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- Conducts orientation for new residents, including showing units, explaining leases, and reviewing resident responsibilities and maintenance requirements. Ensures required paperwork is completed and entered into the PHA-Web database system.
- Monitors resident files, records, and database to ensure proper security and compliance with HUD, EOHLHC, LIHTC regulations, and BHA policies; monitors file quality control and updates files as needed.
- Monitors rent roll and reconciles Housing Assistance Payments (HAP).
- Refers residents to Resident Services for social service resources.
- Acts on referrals for lease enforcement from maintenance inspections.
- Assists with resident and applicant grievance processes, ensuring fair and equitable treatment. Advises residents of lease violations and eviction proceedings, interacts with counsel regarding evictions, attends pre-termination hearings, and provides documentation and assistance as needed.
- Maintains records of vacant units, works with Maintenance to inspect units and ensure timely turnover. Conducts annual, move-in, and move-out inspections.
- Performs daily inspections of buildings and grounds to assess property conditions; coordinates with Maintenance to resolve issues and generate work orders as needed.
- Prepares Investor reports as required.

### Behavioral Competencies

This position requires the following behavioral skills:

#### Job Knowledge:

Demonstrates knowledge, skills, and abilities to perform the position effectively. Uses appropriate judgment and decision-making in accordance with responsibilities.

#### Customer Service:

Provides timely, courteous, and quality service to all internal and external customers by anticipating needs, following through on commitments, and ensuring concerns are addressed.

#### Communication:

Communicates clearly, concisely, and in an organized manner. Actively listens and adapts messages to the audience. Provides timely information to appropriate personnel.

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### **Teamwork:**

Actively participates and collaborates across boundaries to achieve common goals. Demonstrates adaptability, openness to new ideas, and awareness of changes affecting internal and external customers.

### **Responsiveness and Accountability:**

Demonstrates conscientiousness and takes responsibility for work. Completes tasks on time using reports and tracking tools, providing accurate information to colleagues, residents, and supervisors.

### **Safety Awareness:**

Follows safety procedures, considers the safety of self and others, and identifies, communicates, and assists in correcting safety concerns when appropriate.

### **Education and/or Experience**

Four (4) years of property management experience required, with current LIHTC Certification. Possession of a valid driver's license and insurability under the Authority's plan preferred.

### **Technical Skills**

Strong computer skills Microsoft 365 (Word, Excel, SharePoint, PowerPoint, Outlook) required. Knowledge of LIHTC compliance and affordable housing accounting/software systems preferred. Ability to learn other software programs as required.

### **Physical Demands**

The employee frequently remains in a stationary position but also moves about the office, attends meetings, and operates office equipment. Occasional lifting up to 25 pounds may be required. The employee must be able to communicate via email and phone. Reasonable accommodations will be made as needed.

### **Work Environment**

The position generally works in an office environment across various Authority properties. Travel between sites and inspections may expose the employee to different temperatures and weather conditions. Noise levels are usually moderate. The role may involve interaction with contractors and residents. Reasonable accommodations will be made as needed.

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### Read and Acknowledged

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Employee Signature

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Date

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