



EAU CLAIRE AREA HONG MUTUAL ASSISTANCE ASSOCIATION, INC

1320 W CLAIREMONT AVE EAU CLAIRE, WI 54701 | PH: 715.832.8420 | FAX: 715.832.0612

Empowering people, advancing cultures, and enhancing the quality of life of the Chippewa valley low-income families

Eau Claire Area Hmong Mutual Assistance Association, Inc Affordable Housing Liaison/Property Manager Job Description and Responsibilities

Position: Affordable Housing Liaison/Property Manager

Immediate Supervisor: Executive Director

Status: Part-Time, Non-Exempt

Description:

Property Manager: Is responsible to give support in the day-to-day operations of handling tenant concerns, agency inquiries, handling and scheduling of respected trades and providing support to the Office Manager as needed. In addition, key importance is to ensure suitable tenants are selected as properties become available meaning responsibilities in efficient and effective leasing of units is of great importance to all levels within the organization. A property manager is on call regularly to receive inquiries as they may arise, and address repairs as needed prioritizing those that are deemed of emergency as such.

Principal Duties and Responsibilities:

1. Meeting potential tenants, showing them the property, and assessing their applications in accordance with anti-discrimination laws.
2. Advertising vacant properties to find tenants as needed.
3. Collecting rent and other property fees from tenants
4. Inspecting properties and arranging for repairs and new materials as required before tenant move-in, during lease, and after move-out.
5. Do basic repairs.
6. Arranging contracts and be present when contractors are on site for maintenance, trash removal, landscaping, security, and other ongoing services and managing disputes with these service providers where appropriate.
7. Reporting the properties' financial status, occupancy and expiring leases to agency.
8. Actively pursue delinquent accounts and proceed with eviction proceedings as appropriate and according to company guidelines. It is imperative that the Manager be versed and comply with local laws and mandates regarding such actions.
9. Responsible for the ongoing physical upkeep and repair of the properties; maintaining the properties regarding cleanliness and curb appeal.

Affordable Housing Liaison: The role of the Housing Liaison has been created to support consistent access and communication with local shelters, housing programs, and community-based organizations who are working with individuals and families experiencing homelessness and housing instability. He/she is the support for low-income families assisting them to find safe and affordable housing either through the ECAHMAA's owned housing units or with other subsidized housing agencies e.g., the City of Eau Claire Public Housing Authority and the County Public Housing Authority within Eau Claire County. The Liaison will be responsible for triaging and referring new and existing clients to appropriate staff and resources on a case-by-case basis. This position is required to participate in the local Homeless Coalition and act as a liaison between low-income Hmong tenants, their landlords/property managements and the public on housing related issues and concerns.

Principal Duties and Responsibilities:

1. Help clients apply for Section 8 Housing, renewal for housing programs, or other housing assistance forms in person, over the phone or virtually.
2. Collaborate with State Coordinators, community, and schools for education and related services, including collecting the homes education data.
3. Develop culturally appropriate outreach strategies to engage the Hmong community about affordable housing.
4. Provide educational and related services to homeless or low-income families.
5. Comply with all grant reports and requirements, including mandatory trainings.

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NON-PROFIT ORGANIZATION | EQUAL OPPORTUNITY EMPLOYER | EQUAL HOUSING OPPORTUNITY | UNITED WAY PARTNER



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6. Serve as the bridge between organizations working with the housing insecure populations and see what they may be eligible for.

Other Responsibilities and Requirements:

1. Has reliable transportation, a valid driver's license, and vehicle insurance
2. Is committed to professional development and attends trainings and meetings within and outside of the organization as assigned by the supervisor.
3. Maintains a clean, organized, and comfortable environment within the organization.
4. Trains and supervises volunteers as appropriate ensuring volunteers receive a well-rounded experience(s).
5. Performs other duties as assigned by supervisor

Physical Demands:

1. Work with frequent interruptions
2. Frequent walking, standing, ascending steps, descending steps
3. Lifting to approximately 20 pounds and occasional lifting of more may be required
4. Bending, stooping, reaching, twisting, climbing ladders, typing, and grasping
5. Driving an automobile with or without passengers
6. Vocal communication is required for expressing or exchanging by means of the spoken word
7. Hearing is required to perceive information at normal spoken word levels
8. Visual acuity is required for monitoring and determining needs of residents, reading forms, and entering data
9. Moderate exposure to bacteria and communicable diseases
10. Occasional exposure to physical risk
11. Maintain emotional control under stress

Environmental Factors:

1. Work is normally performed in an office, residential setting, but is not limited to the organization
2. Constant interpersonal interactions including speaking and hearing within an office environment

Qualifications:

- An Associate's Degree OR a combination of relevant education, employment and/or life experience is preferred.
- 1-2 years' experience working in property management, leasing, marketing, sales, and basic maintenance work.
- Bilingual in English and Hmong is required.
- Experience with the knowledge of community resources is preferred.
- A clear understanding of the Hmong and homeless community.
- preferred Proficiency with productivity software such as Microsoft Office, Excel, Outlook, Google Apps, Canva, and ability to operate multi-line phone system and smart phones are preferred.
- The ability to maintain a positive work atmosphere by acting and communicating in a manner that promotes honesty, integrity and cooperation with clients, co-workers, management, and the general public is needed.
- Must be a team player and demonstrate a willingness to positively contribute to the growth and development of ECAHMAA's mission and values.

Compensation: \$17.00-\$18.00 per hour; Compensation is based on experience and education.

Hours: This position is .5 FTE at 20 hours per week. The ability to work flexible hours is necessary with the majority of hours to be worked Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

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Additional Responsibilities

Complete other duties as designated by the Executive Director and must be able to work varying hours as needed, including nights and weekends.

Acknowledgement Statement

By signing this form, I acknowledge I have received, read, and understand and that I must strictly observe and ensure compliance and requirements and controls detailed in the Job Responsibilities. All positions are subject to the availability of funding. The Eau Claire HMAA is a smoke, drug and alcohol-free environment. I also understand that the Eau Claire Area Hmong Mutual Assistance Association, Inc is an “at will” employer and that my employment may be terminated at any time without due cause.

Affordable Housing Liaison/Property Manager

Date

Executive Director

Date

POSITION DESCRIPTIONS ARE NOT INTENDED TO BE EXHAUSTIVE LISTS OF ALL RESPONSIBILITIES, SKILLS, OR EFFORTS.THEY ARE INTENDED TO BE ACCURATE SUMMARIES OF WHAT THE POSITION INVOLVES AND WHAT IS REQUIRED TO PERFORM IT.

Revision Date: 01/5/2022

Printed Copies are uncontrolled. See Executive Director for current version.

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