



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

<i>Job Title:</i>	Lease Administrator
<i>Department:</i>	Residential & Housing
<i>Position Status:</i>	Part Time, Non Exempt
<i>Expected Pay Rate:</i>	\$22.00/hour
<i>Supervised by:</i>	Director of Residential Services

### *General Statement of Duties:*

This position manages the end-to-end tenant lifecycle for Agency-owned properties, from conducting initial tours and processing applications to overseeing income recertifications. The lease administrator will ensure operational excellence by maintaining accurate financial records, performing regular health and safety inspections, and coordinating timely property repairs. Acting as a primary point of contact, the role balances supportive tenant relations with firm lease enforcement, including the management of past-due accounts and legal compliance.

### *Specific Duties or Typical Work Activities:*

- Communicates application procedures to all potential lessees
- Processes all initial leases and lease renewals related to Agency-owned properties
- Facilitates property and unit tours with prospective tenants
- Maintains complete and accurate tenant records, including but not limited to household composition, remittance of rent, and vacancy reports
- Completes apartment inspections every other month, at minimum, to ensure tenant adherence to expectations related to health & safety, lease compliance, program expectations, etc.
- Responds to tenant concerns and, when necessary, escalates issues to the Director of Residential Services
- Maintains rent accounts for assigned properties, including collection of past due balances and eviction preparations
- Completes the process of recertifying tenant's household status and income with third-party verification of all income and asset sources
- Acts as a key liaison between tenant and appropriate personnel to ensure timely repairs are performed
- Assists in enforcement of leases, including issuing lease violations and termination notices in accordance with the lease, program requirements, and NYS RPL
- Other related work, as requested

### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Time management and self-initiation skills
- Must have strong personal skills and be able to communicate with tenants
- Computer and technology skills, including proficiency with MS Office

### *Qualifications:*

- High School Diploma or GED required
- 2-4 years' experience in Property Management preferred
- Associate's degree preferred
- Bachelor's degree highly desirable

### *Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 20 hours per week with some flexibility for occasional evening hours.

- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee