



**Class Title: Program Administrator + Property Manager**

Pay Grade: 8

Designation: Exempt

Department: Housing

The Program Administrator (PA), acting on behalf of the Blaine County Housing Authority (BCHA), is a City of Ketchum employee. The PA manages the Silver Creek Living and Lift Tower Lodge facilities, including compliance. The PA also manages programs under the Authority's jurisdiction, specifically screening applicants experiencing homelessness for program eligibility.

As the Program Administrator there is a unit available for housing at Silver Creek Living facility and ideally the Program Administrator will live onsite.

**PRIMARY JOB RESPONSIBILITIES**

**Property Manage Transitional Housing**

- Process tenant turnover, including placement of new tenants and walking new tenants through lease agreements, expectations, and building
- Manage tenant relations and general property oversight for BCHA and Ketchum's transitional housing, with support from maintenance teams and City of Ketchum staff
- Manage and track rental payments and tenant roster in property management database
- Develop and maintain rapport with tenants
- Track and enforce compliance with lease terms, community rules, and BCHA eligibility criteria, including tracking and providing letters of non-compliance and eviction notices
- Effective and efficient daily on-site operation of the Silver Creek Living and Lift Tower Lodge facilities
- Adhere to budget, securing advance approval for any item purchased if project is over-budget in that spending category
- Ensure all vendors/contractors have valid workers compensation and liability insurance and obtain form and W-9
- Monitor preventative maintenance and schedule preventative maintenance items as needed
- Identify and coordinate external vendors, contractors, etc. and monitor the work to be completed, as well as time and materials used
- Inventory and maintain a stock of required supplies and materials appropriate for the property and as approved by the Housing Operations Manager
- Maintain clean properties in good repair with positive curb appeal



### **Housing Application Assistance and Database Management**

- Review community housing applications of people experiencing homelessness; following up with the applicants on items which need further documentation
- Meet one-on-one with households to assist in the application process and respond to questions
- Manage database(s) and files for efficient retrieval of information on applicants and available transitional housing units
- Support Housing Director & Housing Operations Manager, as needed and when able

### **Office Administration**

- Support Housing Operations Manager and Housing Director with their efforts, including but not limited to scheduling meetings, event setup, community outreach, and implementing new programs
- Proactively manage and discuss with supervisor workload, communication, calendar and applicant and tenant appointments to help meet the goals of the organization and serve the program participants effectively
- Actively engage in trainings, team building efforts, one-on-one and team meetings, and BCHA-related meetings and outreach activities
- Manage and organize hardcopy and online files
- Track and recommend policy and process updates and areas that need clarity

### **REQUIRED SKILLS**

- Bilingual Spanish and English, comfortable professionally communicating verbally and in writing in both languages
- Six years of experience in at least one of the following fields (four years of education can be substituted for experience): property management, bookkeeping, data management, customer service, public administration, or related fields.
- Demonstrated ability to show empathy for clients and to maintain confidentiality
- Work productively independently and as part of a team, both with staff and volunteers
- Proficient in Microsoft Word, Outlook, Excel. Experience with customer relationship management systems (such as Salesforce) a plus
- Ability to multitask and prioritize projects in a fast-paced environment
- Possess a high level of self-motivation and initiative
- Able to work occasional evenings and weekends

### **Licenses and Other Requirements**

- Driving may be a part of the job, therefore, a valid driver's license and current auto insurance are required



- Applicants must be able to pass a background check.

**Working Conditions and Physical Efforts**

- Sufficient clarity of speech and hearing or other communication capabilities which permits the employee to understand verbal instructions and to communicate effectively
- Sufficient visual acuity which permits the employee to perform the above duties
- Sufficient manual dexterity to perform above duties
- Physically and mentally perform the duties listed above (i.e.: bending, stooping: reaching, pushing, pulling, climbing, running, walking, standing, kneeling, crawling, lifting up to 50 lbs., grasping, seeing, etc.).
- The physical effort characteristics and working environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.