



Property Operations and Accounting Specialist

Position Description

Housing for New Hope seeks a Property Operations and Accounting Specialist (POAS) to join our rapidly growing property management team. The Property Operations and Accounting Specialist will support property operations across five properties including more than 100 total units.

Reports to: Property Manager

Team: Property Management

Status: Full-time

Classification: Salaried, Non-exempt

Property-related Responsibilities:

- Support all financial procedures including verifying renter income, processing monthly payments and executing processes for non-payment.
- Create organizational systems to support accurate record keeping and efficient financial transactions.
- Process applications to include generating credit reports, verifying rental references, etc. Continue to follow-up until required verification forms and documents are received.
- Collect and accurately post all rents and other revenue payments. Scan rents collected and complete bank deposits according at agency established processes and timelines.
- Assess late fees on the 6th day of the month and distribute late letters.
- File warrants to start eviction procedures.
- Ensure timely communications with tenants regarding their status.
- Complete final account statements as per agency policy.
- Support of month end closing and reconciliations, and complete appropriate reports.
- Process invoices for payment.
- Maintain property management database system in support of all property management activities.
- Ensure timely updates of information in property management software, RCRS, and other systems.
- Ensure the proper documentation and storage of leasing files.

- Facilitate timely and helpful responses to inquiries received by phone, email, social, media, etc. ensuring that prospective, current and past residents; vendors, and other partners have an exceptional experience with HNH.
 - Monitor assigned agency voicemails
 - Monitor assigned agency shared mailboxes
 - Provide live phone support during critical times including major lease-ups, crisis events, etc.
- Welcome and engage potential and current residents, vendors, and other partners in way that ensures they have an exceptional experience.
- Perform other administrative duties and tasks as assigned.
 - Collecting Mail
 - Packaging Mail for finance team and/or property management team
 - Occasional filing

Qualifications:

- High School Diploma, GED, or equivalent required.
- 1- 3 years relevant experience with administrative support, project management, database management, and/or accounts payable processing.
- Ability to use enterprise-level financial record keeping software systems, spreadsheets and email applications.
- 2+ years' experience with accounting and property management software preferred
- Experience with Bill.com, Fastfund, RCRS, and/ or Appfolio, a plus
- Excellent knowledge of basic accounting concepts
- Strong attention to detail
- Excellent organizational and time management skills
- Excellent written and verbal communication skills
- Strong interpersonal skills to support strong relationships with Housing for New Hope staff, partners, residents and community members.
- Ability to work independently and as part of a team.
- Good problem-solving skills
- Proficient in Microsoft Office365 software
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental illness, and substance abuse.
- Enthusiasm for the mission of Housing for New Hope and the people we serve.

Compensation: Commensurate with experience and abilities.

Annual Salary Range: \$43,000 – \$48,000

To apply: Submit one document that includes your cover letter and resume via email to jobs@housingfornewhope.org:

Tamaira Johnson
Manager for People and Culture
Housing for New Hope
18 W. Colony Place, Suite 250
Durham, NC 27705

Applications will be accepted until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business need.