



EAU CLAIRE AREA HMONG 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 for Chippewa Valley communities by promoting relationships of trust, safety, and a sense of belonging

Eau Claire Area Hmong Mutual Assistance Association, Inc.

Housing Liaison/Property Manager Job Description and Responsibilities

Position: Housing Liaison/Property Manager

Immediate Supervisor: Executive Director

Status: Full-Time, Non-Exempt

This position is a two-year contract Position may be extended based on funding.

Description:

Property Manager: Responsible for providing support in the day-to-day operations of managing tenant concerns and housing and rental inquiries. In addition, the Property Manager will run background checks and select suitable tenants as properties become available. The responsibility of 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 arise and address repairs as needed, prioritizing those that are deemed emergencies.

Principal Duties and Responsibilities:

1. Meet potential tenants, show properties, and assess applications in accordance with anti-discrimination laws.
2. Advertise vacant properties to find tenants as needed.
3. Collect rent and other property fees from tenants.
4. Inspect properties and arrange for repairs and new materials as required before tenant move-in, during lease, and after move-out.
5. Complete basic home repairs on rental units.
6. Coordinate contractors, complete contracts, and be present when contractors are on-site for maintenance, trash removal, landscaping, security, and other ongoing services. Manage disputes with these service providers where appropriate. Ability to accurately inspect contractors' work after the project is complete.
7. Report the properties' financial status, occupancy, and expiring leases to the agency.
8. Actively pursue delinquent accounts and proceed with eviction proceedings as appropriate and according to company guidelines. The Manager must be versed in and comply with local laws and mandates regarding such actions.
9. Review and renew leases with tenants annually should the tenant's lease be renewed.
10. Responsible for the ongoing physical upkeep and repair of properties; maintaining 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 working with individuals and families experiencing homelessness and housing instability. He/she is the support for low-income families, assisting them in finding 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 requires participation in the local Homeless Coalition and acts as a liaison between low-income Hmong tenants, their landlords/property management, and the public on housing-related issues and concerns.

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



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Principal Duties and Responsibilities:

1. Help clients apply for Section 8 Housing, renewal for housing programs, or other housing assistance forms in person, via phone, or virtually.
2. Collaborate with State Coordinators, the community, and schools for education and related services, including collecting home 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 training.
6. Serve as a bridge between organizations working with housing-insecure populations to learn 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 training and meetings within and outside 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. Verbal communication is required for expressing or exchanging information using the spoken word
7. Hearing is required to perceive information at normal spoken-word levels
8. Visual acuity is required for monitoring and determining the 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 usually performed in an office or 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 of experience in property management, leasing, marketing, sales, and basic maintenance.
- Bilingual in English and Hmong is required.
- Knowledge of community resources is preferred.
- A clear understanding of the Hmong and homeless community.

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- Preferred proficiency with productivity software such as Microsoft Office, Excel, Outlook, Google Apps, Canva, and the ability to operate multi-line phone systems and smartphones 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: Pay range is \$21.50 to \$24.00/hr based on experience

Hours: This position is 40 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.

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.

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

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