



Position Title: Tenant Relations Specialist | Assistant Manager

Reports To: Executive Director | Property Manager

Status: Full-Time (Non-Exempt)

Job Overview

The Tenant Relations Specialist will serve as the primary point of contact for tenants, managing lease processes, addressing inquiries, and ensuring compliance with housing regulations. This role requires a strong understanding of property management operations, legal frameworks such as LIHTC and Fair Housing regulations, and excellent communication skills. The Tenant Coordinator will play a vital role in maintaining positive tenant relationships, facilitating leasing activities, and supporting overall property operations. This position offers an opportunity to contribute significantly to our community by ensuring smooth property operations while fostering positive tenant relationships through professionalism and expertise.

Responsibilities

- Warmly greets visitors, prospective renters, and current residents. Provides potential tenants with brochures, information, and tours of facilities and available units.
- Manage tenant onboarding processes, including lease signings, documentation, and data entry into property management systems.
- Manage application requests, receipt of and Wait Lists.
- Coordinate rent collections and move-in/move-out, unit transfer procedures with attention to detail and compliance with legal requirements.
- Serve as a liaison between tenants and property management teams to resolve issues related to property maintenance, disputes, or lease terms.
- Coordinate property maintenance requests, working closely with facilities management teams to ensure timely resolution of issues.
- Conduct regular property inspections to monitor property conditions, oversee property leasing activities.
- Ensure adherence to Fair Housing regulations, Section 8 guidelines, and other legal standards governing landlord-tenant relationships.
- Assist in the administration of LIHTC programs and Section 8 housing vouchers, ensuring proper documentation and reporting.



- Conduct conflict management and negotiation with tenants regarding lease terms or disputes while maintaining professionalism and customer service excellence.
- Maintain accurate filing systems for legal documents, contracts, and tenant records.
- Perform bookkeeping tasks utilizing QuickBooks and assist with basic office bookkeeping responsibilities
- Collaborate with maintenance teams to coordinate property upkeep and address tenant repair requests promptly.
- Provide exceptional customer service via phone etiquette and in-person interactions to foster positive relationships with tenants.
- Conducts background and credit checks and verifies other references as directed by Property Manager.

Requirements

- Proven experience in property management or real estate administrative roles; familiarity with property leasing processes is essential.
- Proficiency in Office software (Word, Excel)
- Knowledge of LIHTC, Section 8 programs, Landlord-Tenant law, Fair Housing regulations, and legal administrative procedures.
- Proficiency in property management software is preferred.
- Strong conflict management skills combined with negotiation abilities to resolve tenant issues effectively.
- Excellent organizational skills with experience in data entry, filing systems, and office administration.
- Exceptional customer service skills with professional phone etiquette and interpersonal communication abilities.
- Attend training and conferences; complete annual compliance training
- Assist in coordinating activities for tenants
- Manage the monthly newsletter and calendar
- Ability to work independently and handle multiple tasks efficiently within a fast-paced environment while maintaining attention to detail.



- Office experience including contracts management, facilities oversight (CMMS), and general administrative functions is highly desirable.
- Represent the Watkins Glen Housing Authority in a professional manner.
- Performing other duties assigned by the Property Manager

Education & Experience

- Associate's degree with 2 years' experience in property/office management
OR
- Three years' experience in property/office management
- Prior experience with LIHTC & Section 8 housing rules/regulations is preferred
- Financial Experience including budgeting and analyzing financial statements
- Must pass a background check

Position/Hours

This is a full-time position with 35 hours weekly. Days and hours of work are Monday through Friday, between the hours of 7:30 a.m. to 4 p.m.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Other duties as assigned.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. All employees are employees "at will."

I accept the position as outlined above and have read and understand the above job description.

Signature

Date

Management

Date