

PART I	DEPARTMENT OF PERSONNEL SERVICES	2.760
	STATE OF HAWAII	2.762
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	Class Specifications	2.766
	for the	2.768
	<u>PROPERTY MANAGER SERIES</u>	

This series includes all classes of positions the duties of which are to supervise and/or perform work in the management of real property to insure proper utilization, financial return and/or preservation of the State's interest through leases, easements, permits and/or licenses.

The work of positions in this series involve gathering pertinent and factual information relating to types of property, range of valuation, etc.; recommending fair market rates; analyzing, developing and preparing agreements; ensuring compliance with terms and conditions of agreements, etc.

Levels in this series are distinguished on the basis of various combinations of the following classification factors, all of which may not be applicable to every level:

1. Nature and Variety of Work.
2. Nature of Supervision Received.
3. Nature and Purpose of Person-to-Person Work Relationships.
4. Nature of Available Guidelines.
5. Nature of Recommendations, Decisions and/or Commitments Made.
6. Nature of Supervision Exercised Over Others.
7. Knowledge and Abilities Required.

This series replaces the class Property Agent I, 2.753, and amends and retitles the class Property Agent V, 2.755.

DATE APPROVED: 2/18/72 /s/ David K. Trask, Jr.  
for JAMES H. TAKUSHI  
Director of Personnel Services

PROPERTY MANAGER I

2.760

Duties Summary:

Receives training and assists in a trainee capacity in activities pertaining to the management of real properties and facilities; and performs other related duties as required.

Distinguishing Characteristics:

This is the entry trainee level class where an incumbent receives training in the principles and practices, theories, methods and techniques of real property management and the basic techniques of negotiating for the leasing of real properties. An incumbent receives orientation with respect to policies and objectives, and administrative and technical regulations, procedures and techniques applicable to the work.

An incumbent of a position in this class contributes to the productive output of the program to which assigned, working under close supervision and receiving detailed written and oral instructions with each assignment.

Specific instructions as to the information to be obtained and procedures and work methods to be followed are outlined at the time each assignment is made. Assistance of higher grade property managers is readily available at all times for solution of problems and work is frequently checked during progress. Completed work is thoroughly reviewed for adequacy, accuracy of findings and adherence to instructions. Progress is frequently evaluated to determine an employee's potential for higher-level work.

Examples of Duties:

Typical, but not all inclusive, examples of work are:

Accompanies higher-level property manager on field trips; works with higher-level property managers in securing necessary information and data; prepares and checks simple legal descriptions of real estate; accompanies higher-level property managers on visits to real estate offices, title companies, etc., to learn interviewing techniques, sources and methods of securing information and data to be obtained; assists higher-level property managers in obtaining pertinent and factual data on

rentals and sales of properties and the range of valuations; assembles and compiles data for use by others; assembles facts as requested by higher-level property managers from available files and records; prepares correspondence as required; assists in the preparation of staff appraisals for renegotiation of leases and the review of appraisal reports rendered by fee appraisers by checking accuracy of arithmetical computations and factual data; accompanies higher-level property managers in negotiations and meetings with prospective tenants and/or their authorized representatives; assists with the clerical preparation and processing of pertinent documents used in negotiation activities; assists in the management of real properties by accompanying higher-level property managers in checking the condition of the properties and compliance with the covenants and conditions of the permit or lease.

Knowledge and Abilities Required:

Knowledge of: Arithmetic; report writing.

Ability to: Learn the purposes, methods and techniques of real property management and appraisal; perform arithmetic computations accurately; write clearly and concisely; organize and present data in tabular and narrative forms; meet and deal effectively with the tenants and the general public.

PROPERTY MANAGER II

2.762

Duties Summary:

Receives advanced training and assists in an advanced trainee capacity in activities pertaining to the management of real properties and facilities; and performs other related duties as required.

Distinguishing Characteristics:

This class reflects the advanced trainee level through which the trainee advances as part of his progression to performance as an independent worker. An incumbent of this class receives advanced training in and applies the principles, practices, methods and techniques of property management in the management of real properties and facilities.

The simple and/or recurring assignments are performed under general supervision but each new or more difficult assignment is performed under close supervision with detailed written or oral instructions. In any case, completed work is thoroughly reviewed for adequacy, accuracy and adherence to instructions. Progress is frequently evaluated to determine an employee's potential for higher-level work.

Examples of Duties:

Typical, but not all inclusive, examples of work are:

Accompanies higher-level property managers on visits to real estate offices, title companies, etc., or independently obtains information which is simple and/or clearly indicated; prepares and checks simple legal descriptions of real estate; assists higher-level property managers by obtaining pertinent and factual data independently; collects and records information relating to rentals and sales, types of property and range of valuation; assembles and compiles data for use by others; assembles facts as requested by higher-level property managers from available files and records; prepares correspondence as requested; accompanies higher-level property managers involved in negotiations for the disposition of real property and/or facilities; may perform simple real property management functions including appraisals as assigned; assists higher-level property managers in making periodic inspections of the properties and facilities and recommends appropriate action where necessary; may interview applicants and recommend rental schedule.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower level:

Knowledge of: Basic methods of appraising and managing real property; laws pertaining to the disposition and use of the property or facility.

Ability to: Apply simple methods and techniques of real property management and appraisal; read maps and blueprints.

PROPERTY MANAGER III

2.764

Duties Summary:

Independently performs a variety of work of average scope and complexity in the management of real properties and facilities; and performs other related duties as required.

Distinguishing Characteristics:

This class reflects responsibility for independently performing work of average scope and complexity in the management of real properties and facilities. Work assignments of average scope and complexity are characterized by: (1) ready access to comparison data; (2) availability of sufficient data to analyze and make recommendations; (3) controversial problems are not present. Work assignments described as typical of this level are usually performed under general supervision, with the incumbent's recommendations normally being accepted. More complex assignments typical of the next higher level may be performed by a position in this class with closer supervision, review and assistance readily available from a higher-level property manager.

Examples of Duties:

Typical, but not all inclusive examples of work are:

Responsible for property management functions of average scope and complexity; gathers background information; obtains and compiles comparison data on rental and sales, lease terms and conditions, etc.; solicits and negotiates the leasing of properties, buildings and facilities where there are generally no real complex problems; screen prospective tenants and review applications for conformity to existing laws and compatibility with program plans; discusses terms and conditions with prospective tenants, lessors, etc.; reports to higher-level managers on negotiations and recommends appropriate action; inspects the premises of concessionaires and other lessee operations for compliance with the covenants and conditions of the contract agreement; prepares reports on all noncompliance and makes appropriate follow-up as directed; reports all other findings to appropriate personnel; reviews appraisal reports and recommends appropriate actions; keeps appropriate records and files; prepares reports and other materials as requested.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower levels:

Knowledge of: Principles and practices of real estate appraising and property management; legal documents and instruments pertaining to real property management sources of appraisal data; report writing; pertinent laws, precedent decisions and departmental instructions.

Ability to: Perform real property management and negotiation work of average scope and difficulty; gather, organize and analyze pertinent data; analyze and develop lease terms and conditions for assignments of average scope and difficulty; meet and deal effectively with others especially in negotiating and obtaining compliance with contract agreements; prepare clear and concise reports.

PROPERTY MANAGER IV

2.766

Duties Summary:

Performs the full range of work in the management of real properties and facilities, which regularly encompasses work of a complex nature; may supervise lower-level property managers; and performs other related duties as required.

Distinguishing Characteristics:

This class reflects the fully competent property manager who regularly performs work of a complex nature, in the management of real properties and facilities. Complex assignments are generally those which (1) have unique features, 2) lack adequate and/or comparison data, (3) require much researching for any information which may be available, and are therefore (4) open to much negotiation.

Examples of Duties:

Typical, but not all inclusive, examples of work are:

Responsible for property management functions which regularly include assignments of a complex nature; obtains and compiles data on lease terms and conditions pertaining to comparable or

similar properties; solicits, promotes and negotiates the disposition and/or leasing of properties, buildings and facilities; screens prospective tenants and reviews applications for conformity to existing laws and compatibility with program plans; drafts terms, covenants and conditions of agreements; reports on negotiations and makes recommendations for appropriate actions; may conduct public auctions for the sale of leases, etc.; prepares submittals to the Land Board for the disposition of properties; inspects the premises of the lessee for compliance with the conditions of lease agreements and/or permits; prepares reports on non-compliance with contract agreements and makes appropriate follow-up as directed; receives complaints from tenants regarding maintenance and repair services and reports findings and refers problems to appropriate personnel; reviews appraisal reports and recommends appropriate actions; reviews all agreements and inventories to insure propriety of tenancies and that fair and reasonable returns are obtained; alerts supervisor to timely lease renegotiations and agreement expirations; keeps appropriate records and files; prepares reports and other materials as requested; may supervise lower-level property managers.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower levels:

Knowledge of: Thorough knowledge of the principles and practices of appraising and property management.

Ability to: Perform the full range of real property management and negotiation work; analyze and develop lease conditions and terms for all types of properties.

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	2.760
	STATE OF HAWAII	2.762
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PROPERTY MANAGER I, II, III, IV, V, and VI

**Basic Education Requirements**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

**Experience Requirements**

Applicants must have progressively responsible experience of the kind and quality, and in the amounts shown below, or any equivalent combination of training and experience:

Class Title	Specialized Experience (Years)	Supervisory Experience (Years)	Total Experience (Years)
Property Manager I	0	0	0
Property Manager II	1/2	0	1/2
Property Manager III	1-1/2	0	1-1/2
Property Manager IV	2-1/2	0	2-1/2
Property Manager V	3-1/2	*	3-1/2
Property Manager VI	3-1/2	1	4-1/2

Specialized Experience: Work experience in property management; viz., the efficient utilization and maintenance of real property which included such activities as the acquisition or sale of real property, property evaluation, preparation and solicitation of



bids, establishment of rental rates, selection of tenants, and the protection and maintenance of property. This work experience in property management must have included experience in business, commercial, or industrial real property management.

**Supervisory Experience:** Supervisory work experience which included:  
1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

\*For the Property Manager V level, supervisory aptitude rather than actual supervisory experience may be accepted. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

### **Substitutions Allowed**

1. A bachelor's degree in real estate from an accredited college or university may be substituted for six (6) months of Specialized Experience.
2. A Certified Property Manager (CPM) professional designation or a Real Property Administrator (RPA) professional designation may be substituted for six (6) months of Specialized Experience.
3. A master's degree from an accredited college or university in real estate, land development or closely related field may be substituted for one (1) year of Specialized Experience.

### **Quality of Experience**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**Selective Certification**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests**

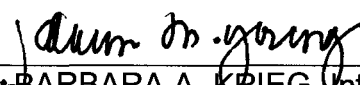
Applicants may be required to qualify on an appropriate examination.

**Physical and Medical Requirements**

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the classes PROPERTY MANAGER I, II, III, IV, V and VI, which were approved on November 5, 1993.

DATE APPROVED: 3/6/2012

  
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BARBARA A. KRIEG, Interim Director  
Department of Human Resources Development