

# WACO HOUSING AUTHORITY & AFFILIATES

## POSITION DESCRIPTION

**TITLE: Public Housing Asst. Manager**

**NON-EXEMPT**

**SUPERVISOR: Director of Housing Management**

### **Duties and Responsibilities**

Assists Manager in performing managerial and coordinating work involving the management and operation of one or more housing developments.

Performs a variety of tasks concerning leasing of units, collections of rents, maintenance of dwelling units, and assistance to residents. Specific duties include the following.

Assists Managers in the collection of rents, prepares bank deposits and maintains records of collections. Maintain office operations during absence of Manager.

Shows unit to new residents, explains lease and briefs them on Authority policies and procedures.

Schedules and sends out notification letters for annual and interim recertification of residents and assists in conducting re-certifications.

Mails delinquent notices, eviction letters and rent change notices when necessary.

Assists Managers with Tenant Accounts Receivable, security deposit and cash reports for end of month close out.

Counsels residents concerning personal and family problems and refers them to social service agencies for financial and other assistance.

Attends Resident Council meetings and meetings with outside agencies to identify resident needs and coordinates residents' involvement in outreach programs with available outside resources.

Checks rent computations for move-in recertification and income reviews. Develops adjustments and makes entries in computer. Notifies residents of rent changes and all other changes in accordance to HUD guidelines.

Assists Managers with inspections.

Type leases and sets up new files for move-ins, re exams and interim exams. Maintains resident history of changes reported by resident.

Conducts move-out and move-in inspections of vacant units.

Makes daily walk of housing development grounds to look for problems in absence of the Manager.

Prepares periodic report of Notices to Vacate and vacated accounts, forcible detainer, writ of possessions and submits to Central Office.

Prepares monthly and weekly rent collections statements of financial operations.

Attends departmental and Authority wide staff meetings and training sessions as scheduled and meetings with Resident Councils as required.

Make deliveries between housing developments and the Central Office.

Performs general upkeep of rental office; removes trash, keeps waiting area clean and stocks computer supplies and materials.

Performs other tasks as assigned.

### **Qualifications and Knowledge**

High School diploma, GED or Business School. One year of progressive general experience in business office, or an equivalent combination of education and experience.

Knowledge of general office, clerical and secretarial practices and procedures, bookkeeping, business English and basic arithmetic.

Some knowledge of modern principles, practices and techniques of budgeting, bookkeeping and accounting.

Skill in the use of basic office machines; typewriter, calculator, photocopy machine, computer equipment.

Knowledge of Authority policies, procedures and practices.

Ability to: understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees and residents.

Bondability.

Valid Texas driver's license.

Eligibility for coverage under PHA fleet auto insurance.

### **Supervision**

The employee receives instructions from the Manager and the Director Housing Management. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when complaints are brought to the attention of the supervisor; and then the employee for direction contacts the supervisor. The employee's work is reviewed for conformity to organizational policies and attainment of objectives.

The employee has no supervisory responsibilities.

### **Guidelines**

The employee generally follows past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

## **Complexity**

The employee performs a variety of related tasks, which are mostly routine in nature. Occasionally, the employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually referred to the supervisor for resolution.

## **Scope and Effect**

Assistant Development Managers are key employees in management of public housing units and their work affects the residents, community groups and support agencies on a continuing basis. Successful accomplishments of duties by the employee enhance the Authority's ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

## **Personal Contacts**

The employee has contact with other Authority employees and with applicants. The purpose of such contacts is to obtain information and documentation needed by the Authority for housing families and recertification of families. The primary purpose of contacts are to gain, clarify, or give information; plan, coordinate, and advise on work efforts; motivate, influence, or direct persons or groups; and to justify defend, negotiate, or resolve controversial matters or issues.

## **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.

## **Work Environment**

Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, lighted, and ventilated.