

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 with 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. Process all evictions and proceed through Judicial system in accordance with company policy

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.

Supervisory skills to manage team members in absence of Manager

Ability to interact professionally with residents, vendors, contractors, and clients.

Ensure compliance with all LIHTC program requirements

Performs other tasks as assigned.

Qualifications and Knowledge

High School diploma, GED required. Business School preferred. 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.

Public Housing Management Certificate required within one year of employment.

Tax Credit Specialist after one year completion of employment.

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 prior 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 is 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.