

WACO HOUSING AUTHORITY & AFFILIATES

POSITION DESCRIPTION

TITLE: Public Housing Manager

EXEMPT

SUPERVISOR: Director of Housing Management

Duties and Responsibilities

Performs managerial and supervisory work involving the management and operation of one or more housing developments, and performs other related work as required. Specific duties include the following. Oversee development office operations to ensure HUD compliance and Housing Authority's policy and procedures. Prepares annual development budget and all supporting schedules. Submits proposals to Central Office and attends budget conferences.

Collects rent deposits, money in bank, maintains records of collections and prepares computer-generated reports. Sends out delinquent notices and visits residents. Maintains resident history in folders.

Performs annual and interim recertification of residents in a timely manner. Notifies residents of revisions, rent changes in accordance with HUD Guidelines. Verifies all information by third party, faxing, and phone calling.

Screens all completed files for accuracy and compliance with HUD regulations.

Provides orientation for new residents shows unit, explains lease, and briefs residents on Authority policies and procedures.

Performs move-in, move-out, annual, special and any other inspections as needed.

Prepares move-in and move-out adjustments and vacancy notices and refunds.

Submits work orders to maintenance as needed from annual inspection.

Performs daily drive-by or walk-by inspections of buildings and grounds, resolves unsatisfactory conditions with residents and requests assistance from maintenance if required.

Sends residents notices of conferences to be held at housing development and Central Office.

Maintains and monitors delinquent rent roll, issues delinquent rent notices and late payment charges, and initiates eviction process when warranted.

Prepare and recommend action for court eviction for non-payment, criminal and or drug activity. Process all evictions and proceed through Judicial system in accordance with company policy

Counsels' residents concerning personal and family problems and refers them to Community Service agencies for financial and other assistance when needed.

Prepare weekly managers' report on move in, move out, re-certifications, transfers, referrals to social services, residents filed for eviction, payments after eviction, and underhoused/over house reports.

Attends Resident Council meetings and meetings with outside agencies to identify resident needs and available outside resources.

Prepares monthly reports on rent collections, dwelling units, accounts receivable, vacancies, and security deposits.

Coordinates relocation of residents with contractor and maintenance staff during modernization of dwelling units.

Maintains resident files and processes transfers of residents to other appropriately sized dwelling units.

Attends departmental and Authority-wide staff meetings and training sessions as scheduled.

Approves supply requisitions and maintains inventory.

Maintains and updates Move In, Move Out Board.

Screen all adult members for criminal history at recertification.

Supervisory skills sufficient to hire, lead and evaluate on site team members

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

Monitor, maintain and control property expenses

Ensure compliance with all LIHTC program requirements

Accurate and on time submission of all reports

Performs other tasks as assigned.

Qualifications and Knowledge

Associate degree in Business, Public Administration, or Social Sciences from an accredited college or university is preferred. Five years of progressively responsible experience as a Management Aide, or at least three years working in an administrative capacity at a housing development, or an equivalent combination of experience and education.

Knowledge of Housing Authority operating policies and procedures; principles, practices and techniques of public housing management; HUD regulations pertaining to low-rent housing; basic arithmetic, and services available through local social service agencies.

Public Housing Management Certificate required within one year of employment.

Tax Credit Specialist after one year completion of employment

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

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

Ability to meet and deal with the public; to establish and maintain effective working relationships with co-workers and persons outside the Authority; plan and organize meetings and other activities; prepare clear and concise narrative and statistical reports, and deal effectively with situations requiring tact and diplomacy, yet firmness.

Bondability.

Valid Texas driver's license.

Eligibility for coverage under PHA fleet auto insurance.

Supervision Received and Given

The employee receives instructions from the Director of Housing Management and delegated staff. 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 when the supervisor is contacted by the employee for direction. The employee's work is spot-checked while in progress and the final product is reviewed for conformity to organizational policies and attainment of objectives.

The employee has general supervision of Assistant Development Managers.

Guidelines

The employee performs routine duties following established and specific guidelines. Routinely the employee makes decisions concerning resident's or maintenance problems using personal judgment based on prior experience. The employee is expected to adhere to all existing guidelines and compliance is monitored intermittently.

Complexity

The employee performs many varied tasks that require independent decision-making daily. Work performed by the employee is primarily routine and repetitive in nature. Occasionally, the employee makes decisions regarding unusual circumstances, conflicting data, or other non-routine circumstances. In those cases, the employee adapts procedures or develops new approaches to the work.

Scope and Effect

Development Managers are key employees in management and operation of public housing and their work affects the residents, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances greatly 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 Authority employees at all levels and with various persons including: the general public, the media, residents, resident association officers, officials and representatives of various social service, educational and city agencies.

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 performed in-office and on-site and involves some physical exertion during visits and inspection of units and developments. Work may entail travel to meetings, conferences, and workshops in other cities. The employee is subject to call after normal working hours in the event of illness, accident, disturbance, police-related activity or death. Attendance at recreational activities or resident council meetings after normal working hours is sometimes necessary.

Work Environment

Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, inspections of structures and confrontations with applicants and residents.