

# HOUSING AUTHORITY OF COLUMBUS, GEORGIA

## Position Description

<b>Position Title:</b> Assistant Housing Manager	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Housing Manager	<b>Department/Level:</b> Operations
<b>Salary Grade:</b> 17	<b>Last Updated:</b> November 1, 2018

### POSITION OVERVIEW

Under general supervision of the Housing Manager, the incumbent performs responsible and complex independent clerical work with some supervisory responsibilities. The incumbent is responsible for supervising and participating in the collection, accounting for, and deposit of payments from tenants; the preparation and typing of correspondence, reports and records; and the reconciliation of records with control accounts. The employee is expected to perform routine tasks without advice or assistance.

### DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Performs the duties of the Housing Managers as required. Serves in the capacity of a Housing Manager in his/her absence.
2. Performs clerical duties including, but not limited to: typing correspondence, maintaining files, copying, etc.
3. Answers resident questions and concerns both in person and over the telephone. Informs Housing Manager of complex issues.
4. Accepts applications and screens applicants. Conducts verifications and processes applicants according to procedure.
5. Conducts move-in inspections and orientations.

6. Reviews unpaid accounts as needed. Takes appropriate action to collect delinquent payments.
7. Processes transfers according to Authority policy.
8. Maintains tenant files according to Authority policy.
9. Monitors utilities for shut offs, makes appropriate documentation, and notifies Housing Manager.
10. Counsels residents and makes referrals as needed.
11. Processes move-ins including, but not limited to: generating new tenant files, signing lease, orientations, calculating rent, etc.
12. Processes evictions as necessary according to procedure.
13. Processes move-outs including, but not limited to: exit interviews, move-out inspections, paperwork, etc.
14. Conducts interviews when rent change is necessary and processes according to procedure.
15. Assists in preparation of required reports.
16. Maintains daily vacancy log.
17. Performs routine housekeeping inspections. Accompanies maintenance department on inspections.
18. Assists with pest control services including notifying residents and escorting technician.
19. Assists with office management work including maintaining equipment, ordering supplies, etc.
20. Collects rent, makes proper documentation, and deposits in bank.
21. Receives work orders as necessary.
22. Assists with inspections of units and grounds as necessary.
23. Monitors for lease violations, notifies residents, and follows-up as necessary.
24. Assists with delivering notices as necessary.
25. Changes out door locks and makes duplicate keys.
26. Represents the Housing Authority in grievance hearings and court as necessary.
27. Performs other related duties as required.

#### **REQUIRED KNOWLEDGE AND ABILITIES**

1. Ability to obtain Public Housing Manager (PHM) Certification.

2. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
3. Knowledge of the methods of handling, receipting, and maintaining records of money received.
4. Knowledge of federal, state, and local laws and regulations affecting the admission of individuals to public housing.
5. Knowledge of rules and regulations of the Housing Authority and HUD regarding tenant collections and reporting requirements.
6. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
7. Knowledge of available human service resources in the area.
8. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
9. Ability to make rapid and accurate arithmetical calculations.
10. Ability to make routine decisions, recognizing established procedure practices and systems.
11. Ability to supervise and review the work of subordinates.
12. Ability to enter data into a database and retrieve and update same using a computer terminal.
13. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
14. Ability to establish and maintain effective working relationships with co-workers, consultants, residents, the general public, local social service agencies, and HUD; ability to communicate with people from a broad range of socio-economic backgrounds.
15. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.
16. Ability to be transferred to and perform assigned job duties at any development maintained by the Authority.

#### **MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE**

Graduation from a standard high school or vocational school supplemented by courses in office procedures with at least one year of experience in varied clerical work preferably including the handling and accounting for money or any equivalent combination of education, training, and experience which provides the required knowledge and abilities. An Associate's degree is preferred.

#### **PHYSICAL REQUIREMENTS**

Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, etc. Must be able to work, move, or carry objects or materials such as files, computer

printouts, reports, calculator, pencils, legal pads, etc. Must be able to tolerate extended standing and walking of property grounds.

#### **SPECIAL REQUIREMENTS**

1. Possession of a valid driver's license.
2. Insurable under agency's fleet insurance carrier.
3. Able to be covered under the Housing Authority's fidelity bond.