

HOUSING AUTHORITY OF COLUMBUS, GEORGIA

Position Description

Position Title: Housing Manager II	FLSA Status: Non-Exempt
Reports To: Chief of Affordable Housing Operations	Department/Level: Operations
Salary Grade: 21	Last Updated: November 1, 2018

POSITION OVERVIEW

This is highly responsible management work related to the Authority's property management function. The incumbent is responsible for the management of all activities related to the management and maintenance of the assigned property. Reporting to the Chief of Affordable Housing Operations, this position is responsible for leasing, continued occupancy, lease enforcement, eviction, maintenance, grounds care, and the general appearance and functionality of their property. The incumbent is also responsible for the financial performance of their assigned property. Work assignments are received in the form of broad objectives and performance expectations with minimal direction in day-to-day operations. This position supervises administrative and/or maintenance employees. This position is differentiated from the Housing Manager I position by the increased responsibility of managing multiple properties and/or a large number of units.

DUTIES AND RESPONSIBILITIES

The statements contained here reflect audit threshold 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. With guidance from the Chief of Affordable Housing Operations (CAHO), develops the operating budget of the designated Housing Authority property. Monitors budget on an on-going basis to ensure that actual budget is in line with the estimated budget. Alerts CAHO concerning discrepancies and develops plan to address them in a timely manner.
2. Prioritizes and assigns work to all assigned staff, monitoring progress. Motivates and evaluates assigned staff. Works with staff to correct deficiencies: coordinates training as needed. Recommends new hires and terminations to CAHO.
3. Prepares lease for resident, explains lease and briefs prospective resident on all Authority policies and procedures governing their possession and continued occupancy of the unit, neighborhood services and resident requirements. Performs follow-up visit after move in to assist resident and to identify any potential issues early in tenancy.
4. Provides input to the Modernization and Construction Manager concerning property issues which will need to be addressed using the Capital Fund.
5. Makes informed purchasing decisions in accordance with the budgetary framework provided.

6. Maximizes occupancy level of assigned property. Shows vacant apartments and sells prospective tenants on the desirability of the unit and property.
7. Supervises and participates in collection of rent, security deposits and other charges. Documents all funds collected and deposits funds into bank. Maintains and monitors delinquent rent roll, issues delinquent notices and late payment charges, and initiates eviction process when warranted.
8. Reviews account receivable reports daily and conducts documented collection activities for all delinquent accounts. Attempts to locate residents who vacate without notice, particularly when outstanding obligations exist.
9. Takes interim changes in income and family composition from residents; prepares and processes required documents for administration of amendments. Accurately calculates interim adjustments and enters information into the computer database. Prepares, and distributes all interim adjustments and notices.
10. Maintains accurate records and assumes responsibilities for results of all internal, HUD, and other reviews, audits or HUD/Agency programs, along with PHAS scores.
11. Performs move-in/move-out inspections, documenting all damages and repairs required and ensures all repairs are accomplished. Reviews accounts and makes any necessary adjustments or refunds of deposits.
12. Inspects all vacant apartments, documenting all damages and accounting for appliances. Schedules, tracks and monitors vacant apartments ensuring that the apartment's safety, make-ready, and cleaning are all performed adequately. Inspects completed make-ready apartments and approves prior to occupancy of the apartment, minimizing down/make-ready time during the vacancy process to within ten (10) days or less.
13. Performs initial Housekeeping inspections and all quarterly Housekeeping inspections of assigned apartments and prepares and processes all needed work orders. Prepares and distributes all inspection notices.
14. Monitors crime prevention initiatives at the assigned property. Conducts safety inspections of the community regularly. Reviews all relevant police reports, residents' reports, and other sources of information reporting lease violations or criminal activity. Tracks and maintains statistical data related to PHAS and completes all electronic reports. Meets with law enforcement officers and other agency representatives to discuss safety concerns. Develops and tracks the progress of the safety plan.
15. Performs daily walk-by inspections of buildings and grounds. Resolves all conditions that are not in compliance with UPCS. Informs residents of conditions that they have neglected and ensures all unsatisfactory conditions are resolved. Tags all vehicles that are abandoned or non-serviceable, containing out dated tags/safety inspections or stickers.
16. Monitors all maintenance work orders and in coordination with the Lead Technician, determines prioritization of work orders. Conducts quality assurance monitoring of at least 10% of all work orders to ensure all work is performed correctly. Applies maintenance charges when warranted.
17. Inspects grounds regularly and obtains central maintenance grounds crew service as required.
18. Inspects all vacant apartments, documenting all damages and accounting for appliances. Schedules, tracks and monitors vacant apartments ensuring that the apartment's safety, make-ready, and cleaning are all performed adequately. Inspects completed make-ready apartments and approves prior to occupancy of the apartment, minimizing down/make-ready time during the vacancy process to within ten (10) days or less.
19. Interviews and counsels residents concerning lease violations and offers referral information for financial assistance and any other social service assistance that may assist the resident or initiate corrective action.
20. Performs clerical task maintaining resident files. Prepares reports required by department, Agency, and HUD. Maintains accurate records for all equipment and supplies, submits purchase request for needed items and supplies,

and inspects and maintains all assigned vehicles. Ensures all maintenance and administrative work areas are safe, neat and organized.

21. Coordinates relocation of residents with contractor and maintenance staff during modernization efforts of dwelling units and during transfers to other appropriate sized apartments.
22. Prepares and processes lease terminations and recommends filing of forcible retainers. Represents the Housing Authority for lease related violations in court.
23. Prepares and processes transfers in accordance with Transfer Policy and coordinates transfers with other Housing Managers.
24. Responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints and interacts with residents in an efficient, timely, and courteous manner.
25. Represents the Authority in hearings under the Resident Grievance Procedure and conducts informal hearings as required.
26. Attends resident meetings as required.
27. Provides input for the Authority's Agency Plan as required.
28. Performs other tasks as assigned.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA), Tax Credit and/or Mixed Finance.
2. Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
3. Knowledge of the local, state, and federal laws governing public and other subsidized housing programs including health and fire regulations, landlord/tenant regulations, leasing of property and evictions.
4. Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.
5. Knowledge of social trends and economic conditions and their application to overall community service programs, and knowledge of the sources and availability of information relating to social services with the ability to secure the confidence and cooperation of other public agencies.
6. Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents.
7. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
8. Ability to assist in planning, promoting, and evaluating housing and housing-related programs.
9. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.

10. Ability to establish and maintain effective working relationships with co-workers, consultants, contractors, residents, HUD, the general public, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
11. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.
12. 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 an accredited four year college or university with major course work in Management, Public Administration or related field, with 2 to 3 years' experience in related field; or any equivalent combination of education, training, and experience to meet the required knowledge and abilities.

PHYSICAL REQUIREMENTS

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc.

SPECIAL REQUIREMENTS

1. Certification as a Public Housing Manager or LIHTC Certification within 12 months of hire.
2. Possession of a valid driver's license.
3. Able to be covered under the Housing Authority's fidelity bond.