

Date: 08/10

GEORGETOWN HOUSING AUTHORITY

Position Description

Title: Public Housing Manager
Supervisor: Director of Housing Operations
Classification: Exempt

Duties and Responsibilities

Performs and is responsible for all managerial and operational tasks associated with one or more Housing Authority housing communities and all assigned staff. Monitors and supervises all PHAS indicators. Monitors and ensures compliance with all federal, state, and local agency policies and procedures, and supervisors’ directives. Performs to a superior level a variety of tasks associated in interacting with residents, staff, local area officials, and other citizens, supporting all Authority policies and procedures. Performs other tasks as required. Specific duties include the following:

- Conducts orientation for all new residents: shows unit, explains lease and briefs them on all Authority’s policies and procedures governing their possession and continued occupancy of the unit.
- Reviews lease obligation between tenants and Housing Authority: monitors and evaluates compliance with Authority policies and procedures and HUD/Agency occupancy standards.
- Accurately calculates residents’ family income. Determines the correct amount of monthly rent, eligibility, and qualifications for earned income disallowances.
- Collects 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.
- Reviews account receivable reports daily and conducts documented collection activities for all delinquent accounts.
- Maintains accurate records and assumes responsibilities for results of all internal, HUD, and other reviews, audits, or HUD/Agency programs, along with PHAS scores.
- 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.
- 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.
- 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 20 days or less.

- Monitors the assigned properties' crime prevention initiatives. 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.
- 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.
- Performs annual recertification of residents and enters data into the computer database. Ensures all recertifications are completed in an accurate, timely manner. Monitors, prepares, and distributes all required notices.
- Accurately calculates interim adjustments and enters information into computer database. Prepares and distributes all interim adjustments and notices.
- Monitors all maintenance work orders, conducting a minimum of 10% quality assurance monitoring to ensure all work is performed and applies charges when warranted.
- Prioritizes and assigns work to all assigned staff, monitoring progress. Supervises all assigned staff and evaluates their workflow and accomplishments. Motivates and evaluates assigned staff, providing and coordinating staff training. Works with staff to correct deficiencies. Implement work plan or disciplinary action as warranted.
- 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. Attends resident counsel meetings.
- Performs clerical tasks 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.
- Coordinates relocation of residents with contractor and maintenance staff during modernization efforts of dwelling units and during transfers to other appropriate sized apartments.
- Prepares and processes lease terminations and recommends filing of forcible retainers. Represents the Housing Authority for lease related violations in court.
- Responds to the public, staff, and other agencies' 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.

- Performs other tasks as assigned.

Qualifications and Knowledge

- Associates degree in Business, Public Administration, or Social Sciences from an accredited college or university. Two (2) years of progressively responsible experience as a Property Manager, or at least two years working in an administrative capacity as a supervisor at a housing development, or an equivalent combination of experience and education.
- Good knowledge of Housing Authority operating policies and procedures: principles, practices and techniques of public housing management; or good knowledge of private property management practice combined with some knowledge of 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.
- Good knowledge of modern principles, practices and techniques of budgeting and bookkeeping.
- Skills in the use of basic office machines; typewriter, calculator, photocopy machine, computer equipment, and software.
- Ability to meet and interact effectively with the public.
- Establish and maintain effective working relationships with co-workers and persons outside the Authority.
- Ability to 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 Executive Director. 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.

Responsibility for Monies and Property

Responsibility for Confidential Matters

Guidelines

The employee performs routine duties following established and specific guidelines. Routinely the employee makes decisions concerning residents' 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 a large number of varied tasks that require independent decision-making on a daily basis. 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

Housing 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 services, 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 inspections of units and developments. Work may entail traveling to meetings, conferences, and workshops in other cities.

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.