



POSITION DESCRIPTION

HOUSING MANAGER Low Income Tax Credit Program

Revised Date: February, 2014

Reports To: Director of Operations

POSITION SUMMARY: The Property Manager is responsible for the overall management of the property on a day-to-day basis. This includes the direct supervision of the Maintenance Foreman. The Property Manager reports directly to the Director of Operations and/or her designee (i.e. the Senior Housing Manager).

As this position requires continual contact with professional peers, staff, residents, clients, contractors, and the outside community at large, the Property Manager must demonstrate effective written and oral communication skills. While working with the Director of Operations, senior members of HACN and other central office administrative staff, the Property Manager must be able to work collaboratively in the development, revision and implementation of all property policies, procedures, programs and systems.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

Administrative duties include, but are not limited to the following:

1. Issuing approval for all property purchases, securing the Director of Operations and/or Senior Housing Manager's approval when necessary. Continuously reviewing expenses against budget to ensure performance within budgetary constraints.
2. Achieving property compliance with all applicable requirements to regulatory agencies (i.e. Affirmative Action goals, economic goals, Low-Income Housing Tax Credit compliance, etc.)
3. Develop the annual operating budget for the property with the Director of Operations and/or Senior Housing Manager. Reviews monthly reports on project expenses (project based budgets) and identifies cost containment strategies.
4. Enforcing lease regulations, following through on violations of the lease with respect to state and federal regulation governing evictions. Working closely with, and reporting to, the Director of Operations and/or Senior Housing Manager with respect to legal actions
5. Performing annual preventive maintenance inspections of all apartments on site, in accordance with the Preventive Maintenance Plan. This includes scheduling the preventive maintenance work orders, coordinating this scheduling with the Maintenance Foreman and following the established filing and reporting procedures.

6. Performing initial, annual, interim and other certifications and recertifications of households, in accordance with all applicable housing program regulations.
7. Managing the waiting list (s), including openings, closings, and purges; processing applications, and screening and qualifying applicants, in accordance with all applicable housing program regulations.
8. Overseeing and ensuring rent collection and occupancy goals; timely unit turnaround; and other management goals are achieved.
9. Working closely with the Assigned Management and Administrative Staff to ensure that all duties and responsibilities for the day-to-day management of the property are met. Informing the Director of Operations and/or Senior Housing Manager immediately of any issues with which they may need assistance.
10. Developing a long-range plan for the property with the Director of Operations, the Senior Housing Manager, the Coordinator of Capital and Maintenance, and the Maintenance Foreman.
11. Implementing and enforcing all policies governing the property. Making recommendations for policy changes to the Director of Operations and/or Senior Housing Manager whenever necessary.
12. Supervising all property personnel.
13. Making recommendations to the Director of Operations and/or Senior Housing Manager, for hiring of all other on-site staff positions.
14. Making recommendations to the Director of Operations and/or Senior Housing Manager, in accordance with the Personnel Policy, as it relates to personnel matters.
15. Meeting bi-weekly with the Director of Operations and/or Senior Housing Manager, and more often, if requested and providing a written report updating the Executive Director on the overall activity on the property.
16. Assisting in the coordination of programs and services and working to ensure that all parties work effectively together.
17. Overseeing day-to-day maintenance schedules, the activities of the Maintenance Foreman and maintenance staff, and the overall maintenance program for the property.
18. Working with the Director of Operations, the Senior Housing Manager, Coordinator of Capital and Maintenance and Maintenance Foreman in developing long and short range maintenance planning.
19. All other duties as assigned by the Director of Operations and/or Senior Housing Manager.
20. Makes daily visits to assigned projects to: collect rents and other charges, follows-up on delinquent accounts, and makes follow-up visits.

MAJOR DUTIES AND RESPONSIBILITIES: (continued)

21. Shows or assigns the showing of vacant housing units to prospective tenants, and makes unit offers to eligible and qualified applicants including home visits in determining eligibility for approved leasing offerings.
22. Provides counseling of residents who are not complying with policy and/or procedures or who have economic, social, and legal, health or other problems, referring to the social service agencies when indicated and documenting resident's files.
23. Supervises the maintenance of records of all potential and existing vacancies for housing unit under supervision.
24. Keeps Director of Operations and/or Senior Housing Manager, informed of all significant developments in the area of responsibility.
25. Oversees the reviewing of file folders to perform screening for program qualification.
26. Conducts orientations for new residents.
27. Conducts annual recertification conference with head of households.
28. Reviews and approves recommendation from maintenance on resident charges for damages.
29. Performs weekly Building and Grounds Inspections for a set of structures or floors based on an established schedule that assures the entire site is inspected each month.
30. Supervises Resident Services on behalf of the Authority.
31. Provides social service referrals for households in crisis.
32. Monitors any abuse of energy at the property and advises the Director of Operations and/or Senior Housing Manager with follow-up activity.
33. Audits computations and computer inputs by clerical personnel.
34. Composes correspondence.
35. Attends and/or participates in various meetings related to Authority business during and after normal business hours.

PERFORMANCE CRITERIA:

The Property Manager is partially evaluated on the timely completion of all annual unit inspection and recertification, effectiveness in rent collection, and ability to supervise maintenance on planning and scheduling of unit and site repairs. The ability of the Property Manager to effectively supervise Resident Services and work with residents and community agencies is also a consideration in this employee's performance.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Considerable knowledge of the various Housing Authority, RI Housing, HUD rules, LIHTC Program Requirements and regulations that apply to project management.
2. Considerable knowledge of Housing Authority, RI Housing, HUD rules, LIHTC Program Requirements, and regulations that apply to housing management.
3. Considerable knowledge of the functions and organization of community, state and federal resource agencies and of eligibility requirements for assistance.
4. Knowledge of special needs and problems that may be encountered in dealing with special population groups such as elderly, handicapped and children.
5. Skill in interviewing persons with due regard for human rights and dignity and persistence in identifying problems and seeking solutions.
6. Ability to interpret and make independent decisions based on policy guidelines established by the Housing Authority, HUD and LIHTC programs.
7. Ability to maintain or supervise the maintenance of moderately complex records and to prepare clear and concise reports.
8. Ability to listen empathetically to residents, to analyze problems and establish priorities, as well as to deliver or refer proper assistance.
9. Ability to speak distinctly and to express oneself with confidence, patience and concern (excellent public relations skills).
10. Ability to operate a computer and other common office machines with reasonable speed and accuracy.
11. Ability to make moderately complex arithmetic computations with speed and accuracy.
12. Ability to establish and maintain effective working relationships with peers, superiors, social service agencies, residents and the general public.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: (continued)

EDUCATION AND EXPERIENCE:

1. Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration or Social Services related field.
2. Five (5) years of experience in housing management of LIHTC Program with at least two (2) years supervisory experience with demonstrated accomplishments on previous jobs.
3. Or an equivalent combination of education and experience deemed by the Housing Authority to meet the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS:

1. Must have a valid State of Rhode Island vehicle operator's license.
2. Must be capable of operating various types of office business machines including a computer through a standard keyboard.
3. Must have the following Certification or equivalent training as approved by the Housing Authority. NCP (National Compliance Professional), a HCCP (Housing Credit Certified Professional, C3P (Certified Credit Compliance Professional) or TCS (National Center for Housing Management).
4. Bilingual preferred (English and Spanish).
5. Must be bondable.

PHYSICAL DEMANDS:

SEDENTARY (requires lifting 10 lbs., carrying small objects) _____
LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs) _____
MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs. _____
HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs. _____
VERY HEAVY (requires lifting over 100 lbs., such as moving furniture _____

CODES: C= Continuously F=Frequently O=Occasionally and R=Rarely

A. Standing	F	H. Reaching	O	O. Crawling	R
B. Sitting	F	I. Handling	F	P. Bending	O
C. Walking	F	J. Fine Dexterity	F	Q. Twisting	O
D. Lifting	R	K. Kneeling	O	R. Climbing	R
E. Carrying	R	L. Crouching	O	S. Balancing	R
F. Pushing/Pulling	R	M. Foot Controls	O	T. Vision	C
G. Hearing	C	N. Talking	F	U. Other	

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified.