

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: ASSISTANT MANAGER

GENERAL STATEMENT OF JOB

Under general supervision, performs routine statistical, general secretarial and clerical office work assisting the Site Manager in administering the public housing program for the Asheville Housing Authority. Work involves composing and typing various correspondence from given information, records or reports and establishing and maintaining files for such records and correspondence; and performing routine bookkeeping for Site Manager. Work also involves receiving residents and the public, answering routine questions, determining the problem or concern, recording complaints and directing them accordingly; and scheduling appointments for the Site Manager. Employee must exercise independent judgment and initiative in performing assigned tasks accurately and in a timely manner. Employee must also exercise tact and courtesy in frequent contact with Authority residents and the general public. Reports to the Site Manager. (This is a non-exempt position under FLSA.) The Housing Authority is an equal opportunity employer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

(It should be noted that this position primarily assists the Site Manager. Therefore, many of the following functions are performed with the Site Manager)

Acts as liaison between the administrative office and residents; responsible for professional relations with all staff, residents, other organizations and the community at large.

Establishes and maintains resident files; files work orders, correspondence and reports daily; distributes verification forms; follows-up on incomplete verification forms; calculate income; mails all verifications and necessary reports and documents to the appropriate personnel.

Receives residents and the public at the Housing Management Office, determines the problem or concern, records complaints, and directs them accordingly; assists walk-ins, screens calls, and schedules appointments for the Site Manager; assist Site Manager in lease conferences with prospective move-ins.

Monitors monthly tenant ledgers; review for accuracy; make adjustments as needed; and balance for Site Manager on a periodic basis.

Assists with the scheduling of preventive maintenance and housekeeping inspections; notifies residents of upcoming inspections; and assists with the scheduling of exterminations and notifying residents.

Maintains records of resident maintenance charges and work orders, intent to vacate notices, and charges on move-outs and move-ins; maintains daily log of phoned in work orders; determines prorate rents for move-ins; inputs data for transfers and move-outs; assists residents with completion of Notice of Intent to Vacate.

Maintains files on delinquent accounts.

Maintains Housing Management Office key records and key box; order mailbox keys for residents; coordinates the replacement of locks with the U.S. Post Office when necessary; maintains building key records including security systems and access cards; and sign out keys to the building staff.

Disseminates housing information affecting residents; adjusts rent statements; maintains analysis of the rent rolls; and makes transaction corrections with CRA's.

Prepares legal papers for lease compliance; presents case to Magistrate in the absence of the Site Manager; assists Site Manager on informal hearings with residents; and records and forwards depositions of hearings.

Performs clerical duties necessary in move-ins, move-outs and lease enforcement; types leases, unit evaluation/inspection forms, prepares move-in checklists, finalizes forms, inputs data into system; prepares court lists, court papers, information package folders, etc.

Schedules recertification interviews, advising Site Manager of interview schedules and preparing administrative forms and packets for residents; assisting residents in completing forms, as necessary; verifying accuracy of resident information by comparing them to a computerized database and contacting outside agencies and employers; calculates residents' rent, notifying residents and supervisor of rent changes, charges, or credits due.

Conducts all verifications of income/expenses/deductions in accordance with HUD's protocol (UIV, third-party written, etc.).

Calculate rents according to accepted Rental Integrity Monitoring (RIM) and/or any other regulations and guidelines established by HUD.

Prepares all information for scheduled conferences.

ADDITIONAL JOB FUNCTIONS

Show units to applicants in the absence of the Site Manager.

Prepares and mails late payment notices on rent delinquencies.

Monitors reexaminations for verification return.

Provides clerical support to assist residents in emergency situations.

Maintains office supply inventory.

Rotates to and/or assists other developments as determined necessary.

Performs other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school supplemented by business or technical courses in typing, bookkeeping or accounting or related field, and 1 to 2 years of experience in clerical or general office work; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Typing requirement: 40 wpm.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to operate a variety of office machinery and equipment including computers, calculators, copiers, printers, alarms, etc. Must be able to move objects of to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount constantly. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires movement of objects greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Interpersonal Communication: Requires the ability to communicate to people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondence, forms, lease agreements, etc. Requires the ability to prepare correspondence, reports, forms, court papers, leases, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate to people with poise, control and confidence.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Must be able to communicate via a telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of modern office practices and procedures.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

General knowledge of the organization and function of the Housing Authority.

General knowledge of Authority and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Skilled in organizing workflow and coordinating activities.

Skilled in the operation of common office machines, including computer-driven word processing, spreadsheet and file maintenance programs.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and Authority policies and procedures, and to solve problems and answer questions.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to use computers, including word processing, spreadsheets, database, and file maintenance programs.