

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: SITE MANAGER

GENERAL STATEMENT OF JOB

Under general supervision of the Co-Directors of Property Management, the Site Manager administers and manages the assigned community, including the physical, financial, and social aspects to accomplish established Brevard Housing Authority objectives. Work involves maintaining continued occupancy within the policies and procedures adopted by the Authority and consistent with policies, procedures and regulations of the Department of Housing and Urban Development (HUD). Employee will participate in the establishment of objectives and operating procedures concerning management and maintenance of the community. Employee must exercise considerable independent judgment and initiative in performing some duties of the position. Employee must also exercise tact and courtesy in frequent contact with residents, Authority employees, local officials and the general public. Reports to the Co-Directors of Property Management. (This is a non-exempt position under FLSA). The Housing Authority is an equal opportunity employer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

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

Responsible for occupancy of dwelling units. Maintain a lease up rate of 98% or greater. Schedules and executes dwelling leases, home visits, move-in orientations, move-in inspections, etc.

Responsible for grounds and building inspections, move-out inspections, housekeeping inspections, etc. and for generating work orders for the Maintenance Department's follow-up.

Oversees the fiscal accounts and related administrative functions.

Responsible for prompt and full collection of all resident accounts to ensure BHA goals are met. Maintain documents pertaining to collection records. Maintain a delinquency rate of 2% or less.

Monitor all activities of the assigned community to ensure lease enforcement.

Establishes and maintains individual files on residential unit residents; conducts annual and

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interim re-examinations of income and family composition, including interviewing residents, processing changes, verifying income/expenses/deductions, and notifying residents of changes in rent or unit eligibility. Prepare appropriate paperwork for other affected departments relative to these changes.

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

Calculate rents according to guidelines established by HUD.

Processes evictions for non-payment of rent and lease violations; and represents the Authority in court cases involving resident lease enforcement and eviction matters.

Recommends programs and/or activities that will meet the needs of the housing community.

Evaluates buildings and grounds for physical improvement and maintenance control; meets with residents and employees as the official Authority representative to assess needs and concerns leading toward general improvement of the community.

Meets with residents concerning rent collection, maintenance problems, resident complaints, lease agreements and informal grievances.

Interacts with community residents; attends Resident Council meetings; and administers grievance and complaint policies with residents.

Participate in periodic staff meetings and/or trainings to ensure that all functions are being carried out in accordance with BHA policies as established by the administrative office

Determines specialized training needs for staff of the management office (both self and others assigned to the office).

Responsible for conducting general training of staff assigned to the management office.

Padlocks units; inventories household goods; and takes pictures of each room in the apartment for future identification purposes.

Administers grievances and discipline with staff assigned to the management office.

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ADDITIONAL JOB FUNCTIONS

Completes a variety of periodic reports for analysis, follow-up and submission to the supervisor. Some of these reports include: Tenant Accounts Receivable

Calls in maintenance work orders for resident buildings and community facilities.

Makes home visits to the elderly, handicapped and disabled as necessary.

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

Perform duties as a CRITICAL SERVICE AREA employee; report to work in bad weather conditions whether or not other employees are required to report.

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

Associates degree in business administration, public administration, housing management or related field, and 1 to 2 years of experience in multifamily housing management; or a high school diploma and 3 to 5 years of experience in the multifamily housing management; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the state of North Carolina.

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, facsimile machines, calculators, copiers, printers, etc. Must be able to move objects of up to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount of constantly. Must be able to operate a motor vehicle. Physical demand requirements are in excess of those for Sedentary Work. Light

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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 giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, correspondence, ledgers, logs, applications, appraisals, etc. Requires the ability to prepare correspondence, reports, forms, audits, appraisals, 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; statistical inference and statistical theory.

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 telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable skill in organizing workflow and coordinating activities.

Considerable skill in the operation of computers, including word processing, spreadsheets, database, and file maintenance programs. Ability to operate other common office machines.

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Considerable knowledge of interviewing techniques and the verification process.

Working knowledge of other human services agency programs and structures.

General knowledge of administrative practices and procedures.

Ability to perform mathematical computations rapidly and accurately.

Ability to respect privacy and confidentiality during client interviews, information gathering and file management.

Ability to plan, coordinate and supervise all work activities pertaining to resident selection and continued occupancy.

Ability to maintain adequate records.

Ability to make decisions quickly and accurately based on HUD and internal policies and procedures.

Ability to initiate work projects and to work independently.

Ability to communicate effectively orally and in writing.

Ability to exercise considerable tact, courtesy and firmness in frequent contacts with residents.

Ability to understand be aware of and to abide by all policies and procedures adopted by the Housing Authority.

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

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