



**ASHEVILLE HOUSING AUTHORITY**  
**165 SOUTH FRENCH BROAD AVE.**  
**ASHEVILLE, NORTH CAROLINA 28801**

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*The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.*

*Our core values are Compassion, Equity, Fairness Integrity, Openness, Patience, and Respect.*

**JOB POSTING FOR: DIRECTOR OF ASSET MANAGEMENT**  
**JOB TYPE: FULL TIME / EXEMPT**

**GENERAL STATEMENT OF JOB**

The Asheville Housing Authority seeks to hire an experienced Director of Asset Management. Reporting to the President & CEO, The Director of Asset Management will be responsible for the oversight and administration of the Authority's affordable housing portfolio. This is accomplished by directing and coaching property and site management staff to ensure best industry practices are met or exceeded. The Director of Asset Management ensures compliance with asset management principles, HUD rules and regulations, and AHA policies and procedures to safeguard agency assets.

The Director of Asset Management will also establish and implement departmental policies and procedures, prepare monthly board reports on vacancies and accounts receivables, and work with the President & CEO in developing the annual budget and asset plan for each property.

**APPLICATION PROCESS**

For an application, please visit the Employment page on the Asheville Housing Authority website at <https://haca.org/employment-opportunities/>, or contact Ms. LaFredia Morris at (828) 258-1222. You may also apply by submitting a cover letter and resume via email to [jwilloughby@haca.org](mailto:jwilloughby@haca.org), via USPS mail or by hand delivery to the Housing Authority of the City of Asheville - Central Office (165 S. French Broad Ave., Asheville, NC 28801). Applications /resumes will be accepted until this position is filled. The Housing Authority is an equal opportunity employer.

**ESSENTIAL FUNCTIONS**

- Plans, develops, organizes, and implements Property Management operations in compliance with HUD and Authority regulations, policies, and procedures; ensures compliance with all Federal and local government policies, procedures, and regulations.
- Supervises assigned personnel; assists with the recruitment and selection of personnel; assigns, directs, and inspects the work of staff; trains employees, determines and coordinates outsourced training; rewards, coaches, counsels, disciplines, and evaluates staff performance; develops staff schedules, reviews and

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approves leave; conducts staff meetings; implements and enforces Authority policies.

- Directs property and site management personnel, monitors performance of managers and maintenance staff. Provides guidance to the maintenance staff offering skilled trade services (e.g., electrical, plumbing, HVAC, etc.) for Agency properties including response to routine and emergency repair requests to ensure timely and successful resolution of problems, the preparation of annual maintenance schedules, budgets and their implementation, as well as, ensuring effective assignment, servicing, and replacement of Agency vehicles and equipment.
- Assists with the development of the annual budget; prepares budget projections; monitors expenditures; approves purchase requests and assigns purchase order numbers; determines allocation of monthly invoice charges; reviews delinquent accounts; reviews tenant accounts and makes adjustments as necessary; approves credit card purchases.
- Analyzes property financial operating statements including income statements, general ledgers, and balance sheets; prepares monthly performance reports.
- Assists in capital improvement needs assessments. Provides guidance in the preparation of Capital Improvement modernization and revitalization plans, timetables, activities, and budgets ensuring compliance with funding programs and federal, state, and local residential building requirements.
- Facilitates and oversees waiting list; reviews applicant files for accuracy and compliance; assigns applicants to units; conducts applicant reviews.
- Monitors lease up timelines, resident turnover, and unit vacancy to reduce vacancy loss.
- Performs site visits to assess physical condition and assists with operations; conducts random unit inspections in preparation for HUD inspections; complete regular audits.
- Directs and prepares departmental budgets, staffing plans, required narrative and statistical reports for submission to CEO, HUD, and the Board of Commissioners. Reviews and approves reports prepared by departmental staff.
- Prepares and maintains a variety of records and files; conducts quality control reviews.
- Receives and responds to inquiries from residents and applicants; assists staff with resident conferences and counseling.
- Develops and submits changes to the Annual Plan related to Admissions & Continued Occupancy Policy.
- Provides assistance and guidance to resident organizations; coordinates resident meetings.
- Organizes meetings with community partners and stakeholders.
- Acts as the Agency's HUD Section 504 compliance officer to ensure that qualified individuals with a disability will not be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Provides guidance and develops policy on 504 issues.
- Directs and provides guidance to staff to ensure progressive, coordinated safety, crime prevention, and fear-reduction strategies and services are effectively implemented to guard against theft, vandalism, violence, or other threats against Agency employees and/or residents within the Agency's jurisdiction.
- Monitors and tracks non-routine legal matters and their dispositions to ascertain long-and short-term effects and impact on the Agency, its practices, its budget, and its image in the Community.

**Note:** 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.

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## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to establish and maintain effective working relationships with supervisors, staff, community and agency partners, residents, and general public
- Ability to work well with and understand the problems of residents
- Skilled in planning, prioritizing, organizing, directing, and coordinating the work of self and employees
- Skilled in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
- Effectively communicate, verbally and in writing, both within the organization and externally.
- Knowledge of agency operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
- Skilled in advanced principles, practices, and administration of program development, coordination, contract negotiation, and budget preparation.
- Knowledge of general operations and procedures of multi-family affordable housing
- Knowledge of public and private sector asset and property management principles and practices, and landlord-tenant regulations.
- Good working knowledge of procurement regulations and OSHA requirements.

## **MINIMUM TRAINING AND EXPERIENCE**

- Bachelor's degree in Business, Finance, Accounting, Real Estate or Public Administration, as well as five (5) years of experience in asset management within the affordable housing industry; preferable HCV Section 8/ tax credit.
- Any equivalent combination of education, training, and experience, in which, in the sole determination of the Housing Authority, provides the required knowledge and abilities may be considered.

## **SPECIAL REQUIREMENTS**

- Valid North Carolina issued Driver's License
- The Housing Authority of the City of Asheville requires all applicants to have a background check and a drug test before the commencement of employment

## **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 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.

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**Interpersonal Communication:** Requires the ability to communicate with 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 with 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.

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**Physical Communication:** Must be able to communicate via telephone, text messaging, email, video, and web conferencing.

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## **BENEFITS**

- Medical Insurance - (100% Company Paid for Employee)
- Dental, Vision, Life
- Short-Term & Long-Term Disability (100% Company Paid)
- 401k with 7% Employer Contribution
- PTO = 4 weeks
- 11 Paid Holidays

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