



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

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: HOUSING CHOICE VOUCHER PROGRAM MANAGER

JOB TYPE: Full Time – Exempt under FLSA

GENERAL STATEMENT OF JOB

The Asheville Housing Authority seeks to hire a Housing Choice Voucher Program Manager.

Under limited supervision, performs administrative and supervisory duties, managing the day-to-day Housing Choice Voucher Program (HCVP) operations of the Housing Authority of the City of Asheville, a Moving to Work (MTW) and Rental Assistance Demonstration (RAD) designated entity. Responsibilities of the HCVP Director involves monitoring compliance and administering funding regulations, contracts and amendments; interpreting HCVP rules and regulations to residents, owners and staff personnel; and assisting in the revision and development of program policies and procedures. The HCVP Director supervises employees engaged in all aspects of the HCVP programs (clerical work, inspecting homes, screening, determining HCVP eligibility, processing admissions, recertifications, transfers, and computing rent). The HACA has over 3,400 tenant-based vouchers and 2,117 units of PBVs in our portfolio. Employee must exercise considerable initiative, independent judgment and attention to detail in performing the duties of the position. Employee must also exercise tact and courtesy in dealing with outside agencies, employers, residents, applicants, and the general public. Reports to the Director of Housing Choice Voucher Program (HCVP) (This is an exempt position under FLSA).

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, 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

- Improve admissions application processing rate for all PBV Advises staff of client problems and concerns; supervises the work of subordinate staff members; develops and implements internal programs, policies and procedures.
- Responsible for professional relations with all staff, residents, other organizations and the community at large.
- Coordinates and assists with applications selections to ensure prompt assignments for all vacancies in the

JOB POSTING FOR: HOUSING CHOICE VOUCHER PROGRAM MANAGER

programs.

- Reviews, interprets, and implements applicable state and federal program regulations and policies.
- Plans and manages special programs including but not limited to: Mainstream, FYI, NED and VASH.
- Prepares HUD and internal HACA reports, correspondence, etc. as required.
- Works closely with our third-party systems administrator, YARDI, to provide monthly VMS reports.
- Ensures accuracy of the month-end close-out of the landlord and tenant accounts.
- Assists in preparation of an operating budget, which specifies the funds and expenditures required to achieve effective and efficient program utilization
- Monitors leasing rates, expenditures and the waiting list(s).
- Monitor and provide feedback as necessary for the Two-Year Tool.
- Monitor staff performance to ensure HACA goals are being met; completes performance evaluations for HCVP personnel.

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.

ADDITIONAL JOB FUNCTIONS:

- Reviews rent increases and payments.
- Responds to inquiries concerning the Assisted Housing program and comment on proposed regulations.
- Maintains outreach to owners and potential program participants and serves as liaison between owners and residents and HUD officials.
- Reviews and revise the administrative plan.
- Keeps abreast of all current HUD and HACA rules, regulations and policies related to HCV programs, trains staff and implements necessary changes in a timely manner.
- Coordinate quality control reviews of records and files for completeness and accuracy.
- Coordinate quality control inspections for HCVP units under contract.
- Prepares various periodic reports as required.
- Conducts annual studies of local rental housing rates.
- Administers grievances, discipline and any personnel related activities with employees.
- Resolves owner complaints concerning HAP and inspections.
- Reviews utility allowances to ensure accuracy.
- Evaluates and recommends personnel action on subordinates' job performance.
- Serves as critical service area during times of inclement weather.
- Applies for new funding.
- Perform duties as a senior staff employee; report to work in bad weather conditions whether 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

Bachelor's degree in business or public administration, public housing or related field, and 3-5 years of experience supervising or directing a HCVP department, managing a professional team for a Housing Authority; or any equivalent combination of training and experience, which provides the required knowledge, skills and abilities.

JOB POSTING FOR: HOUSING CHOICE VOUCHER PROGRAM MANAGER

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

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the procedures, regulations, and policies related to effective housing management and operations.
- Thorough knowledge of the policies and procedures of the Housing Authority, the Department of Housing and Urban Development and other regulating and funding agencies.
- Thorough knowledge of the sources of information and support material associated with housing management.
- Considerable knowledge and understanding of the needs, problems, and attitudes of low income or disadvantaged people and the community environment.
- Considerable knowledge of the principles of supervision, organization and administration.
- Considerable knowledge of the current literature, trends, and developments in the field of assisted housing management.
- Strong ability to present ideas effectively in oral and written form. Strong ability to effectively and independently prepare correspondence, reports, forms, audits, evaluations, etc.
- General knowledge of methods used in negotiations, mediation, and settlement of opposing viewpoints.
- General knowledge of the philosophy and objectives of public housing.
- Ability to direct, coordinate, and supervise the work of employees.
- Ability to evaluate and disseminate factual information and develop proposals to promote solutions to tenants.
- Ability to use computers, including word processing spreadsheet, database, and file maintenance programs.

STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office machinery and equipment including typewriters, computers, switchboards, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are more than 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 exertion of forces 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 speak and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, forms, etc. Requires the ability to prepare correspondence, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice 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.

JOB POSTING FOR: HOUSING CHOICE VOUCHER PROGRAM MANAGER

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

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

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

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 (Up to 4 weeks)
- 11 Paid Holidays