

HOUSING PROPERTY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position within the Batavia Housing Authority (BHA) involves responsibility for the performance of a variety of administrative and management functions pertinent to federal housing programs and in compliance with rules and regulations as set forth by the U.S. Department of Housing and Urban Development. Under the general supervision of the BHA Executive Director, the employee helps manage the day-to-day operation and maintenance of properties while completing the technical requirements for the leasing of apartments, preparations for re-renting vacated units, emergency repairs, and lease compliance by tenants, and assists in the supervision and completion of the financial processes. Supervision is exercised over a small number of clerical support employees. This person has the capability to act as Executive Director in the absence of the BHA Executive Director. Does related work as required.

TYPICAL WORK ACTIVITIES:

Administrative Work

Assists with the day-to-day management, operation, and maintenance of Housing Authority properties;
Assists in the management and preparation of all Housing Authority programs and grants;
Prepares and maintains tenant records, account records and reports;
Daily supervision of office staff, including oversight of performance, work schedules, staffing needs, training needs and program structure for staff under his/her supervision;
Reports significant property issues such as identification and repair of physical hazards and storm damage;
Recommends eviction proceedings and represents the BHA in related court appearances;
Assists with management of the day-to-day financial processes, provide input regarding housing site budgets and monitors expenditures and revenues within the department to ensure that financial goals are met at the assigned housing developments;
Prepares, maintains and reviews reports and studies related to the operation of assigned housing developments; identifies/notifies Executive Director of potential problem areas;
Develops and prepares correspondence as necessary.
Interprets and applies State and Federal regulations and mandates;
Assist the Executive Director in maintaining relations with local, state and federal governments, social agencies, and the private sector for the purposes of improving services;
Assists the Executive Director in various other duties when directed.

Works with Residents

Manages collection of tenants' accounts, discussion of financial concerns and resolution of rent payment delinquencies;
Performs annual and interim re-certifications, including information collection, data processing and upload;
Maintains local and HUD required databases;
Manages tenant compliance with lease agreements including inspections and home visits, meets with tenants to resolve and investigate problems related to housekeeping, noise, neighbor relations, lease violations and other resident problems and complaints;

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TYPICAL WORK ACTIVITIES, Continued:

Works with Residents (continued)

Manages annual and HUD inspections of all Housing Authority properties;
Manages vacancy/transfer/leasing process for apartments at assigned developments; Monitors rent collection and take appropriate action regarding delinquencies;
Acting as 504 Compliance Officer, receives requests for reasonable accommodations recommending need for, and documenting compliance with reasonable accommodations pursuant to Americans with Disability Act;

Works with Applicants

Assists in carrying out an effective outreach and marketing plan for leasing of units in coordination with the BHA Executive Director;
Manages application process, including conducting criminal records checks and fingerprint processing through local and State agencies as well as the FBI, for all housing applicants and certain tenants being recertified;
Determines whether the applicant is to be accepted or denied, determines the rent to be paid, and manages the waiting list;
Educates applicants as to their rights and responsibilities under housing assistance programs and provides information and referral services to clients regarding resources to solve financial or social problems;
Establishes and maintains client file and enters client/resident data on a computer.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of housing management; Good knowledge of interviewing techniques; Good knowledge of the principles and practices of supervision; Good knowledge of the needs and problems associated with low income families and individuals; Working knowledge of HUD rules and eligibility factors; working knowledge of the policies, rules and regulations of BHA; Working knowledge of the principles and practices of budget preparation and budget administration; Working knowledge of financial practices including financial software (preferably Quickbooks) and financial reporting; Working knowledge of business related theories and practices related to the financial management of property; Ability to plan, organize and supervise the work of others including training and performance evaluations; Ability to establish and maintain effective working relationships with a wide variety of people including elderly, disabled and low income tenants, members of the public, contractors and professional colleagues; Ability to conduct inspections of assigned properties; Ability to communicate effectively, both orally and in writing; ability to read, write and interpret documents of a technical nature; Ability to prepare clear and concise reports and correspondence; Ability to identify and analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; ability to organize, meet schedules and time lines and work independently in an environment of frequent interruptions; Physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of a Bachelor's degree or higher in public administration, business, social work, human services or resources or a closely related field AND three (3) years of professional level work experience involving direct client contact in providing property management services, social work services, community services, human services or complaint resolution services to low income adults; **OR**
- B. Possession of an Associate's degree in public administration, business, social work, human services or resources or a closely related field AND five (5) years of professional level work experience involving direct client contact in providing property management services, social work services, community services, human services or complaint resolution services to low income adults; **OR**
- C. Possession of a high school diploma or an equivalency diploma recognized by the NYS Department of Education AND seven (7) years of professional level work experience involving direct client contact in providing property management services, social work services, community services, human services or complaint resolution services to low income adults; **OR**
- D. Any equivalent combination of training and experience as described by the limits of A, B and C above.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT: Possession of an appropriate valid NYS Driver's License.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class

Adopted 8/15/11

Revised 8/25/16, 11/5/24