POSITION DESCRIPTION

Title: Director of Housing Management
Reports To: Executive Director
Office/Department/Division: Housing Management
FLSA Status: Exempt

Summary

Responsible for performing a variety of complex and diverse managerial and administrative duties pertaining to the Authority’s operation of multifamily housing, including subsidized and market rate properties. Revises housing policies, procedures, and plans to ensure and maintain program compliance with HUD’s changing regulations and guidelines and makes administrative and management decisions concerning the management of property operations. The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Duties and Responsibilities

Plans, supervises and monitors daily overall activities of housing programs and management of multifamily other single family properties; makes policy, administrative, and management decisions on routine activities in operation of the programs.

Monitors property management functions to ensure compliance with the Low Income Housing Tax Credit (LIHTC) program, HUD’s Public Housing program, the Virginia Landlord Tenant Act and other requirements.

Monitors changes or trends in federal, state and local laws and regulations affecting the conventional housing program to ensure programs are in compliance with applicable state and federal regulations, and Housing Authority policies and procedures.

Creates and implements empowerment programs that provide assistance to residents who have educational, economic or other issues that limit their housing options. Makes appropriate referrals to internal and external resources to help residents improve their quality of life.

Monitors, reviews and analyzes housing management data for recommendations to the Executive Director regarding monthly, quarterly and annual budgets, addressing occupancy, delinquency rates and other related information in a timely manner.

Oversees departmental staff and delegates work to housing management personnel. Creates development and growth plans for staff, sets performance goals and periodically evaluates their job performance.

Interacts with businesses, vendors, public officials, and public agencies to successfully maintain a positive image and working relationships. Makes presentations to the Executive Director, Board of Commissioners and other partners.
Assists in the Authority’s annual and long term budgeting process, provides expertise for housing and departmental expenses. Seeks additional funding, where necessary, and assists in the application of grants and proposals for funding.

Monitors resident programs and ensures good resident/management relations. Communicates with residents and issues notices when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.

Performs regular inspections of buildings and grounds to ensure maintenance of curb appeal and to determine and plan for capital improvements. Identifies scope of work and assists in preparing detailed cost estimates, cost evaluations, project options and maintains cost database to ensure the long term viability of the structures.

Conducts informal hearings with residents on complaints or grievances, keeps housing management staff advised of changes in PHA, LIHTC and HUD policies, assists property managers and residents in resolving controversies, and makes recommendations to the Executive Director.

Oversees staff responsible for the property management function which includes, but is not limited to, the following:

- Selection of residents using eligibility data supplied by current or prospective residents, federal data and information from background checks.
- Orientation for initial move-in, ongoing eligibility, timely resident verification and recertification based on federal, state and other Authority guidelines.
- Tenant management and lease compliance to address residents who are not complying with policies and procedures, have economic, health, or social problems or have delinquent rent problems.
- Lease terminations, required notices, hearings with tenants and court proceedings.

Oversees staff responsible for the property maintenance function which includes, but is not limited to, the following:

- Maintenance work orders to fill vacant units on a timely basis and to ensure that materials and labor costs are allocated optimally.
- Availability of sufficient maintenance inventory through product ordering for property upkeep and repair. Oversees and monitors equipment, material and supplies.
- Develops and implements safety programs and construction projects; coordinates safety training; assures the proper communication of safety rules as related to employees and residents.
Responsible for procurement of necessary maintenance and construction services, creation of the scope of work, requirements and evaluation criteria as necessary. Responsible for managing contractor and vendor relations and contract awards. Prepares contract for firms to whom contract is awarded in accordance with Authority procurement procedures.

Oversees staff and contractors for compliance with contract requirements. Responsible for monitoring work performed, quality assurance, quality control, project tracking and notification of contractors in writing of construction deficiencies.

Undertakes and performs other job-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

**Qualifications and Knowledge**

A Bachelor’s degree in Public Administration, Business, Real Estate or Social Services or a closely related field from an accredited college or university. Three (3) plus years of industry-related experience (preferably with management or senior management experience).

Thorough knowledge of the modern principles, practices, and techniques of Public Housing market rate and subsidized property management.

Thorough knowledge of the relationship of PHA’s to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Authority.

A housing management or operations certification from an industry organization (i.e. IREM, Neighbor Works or NAHRO) within one (1) year of the date of hire.

Thorough knowledge of Authority operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.

Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, goal-setting, and performance evaluation.

Thorough knowledge of procurement regulations and OSHA requirements.

General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the Authority.

Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.

Skill in presenting information in a clear, organized, and convincing manner.

Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.

Ability to accurately and completely document in writing appropriate events and activities.
Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.

Ability to read and comprehend complex material.

Ability to identify operational problems and develop effective solutions.

Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.

Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.

Ability to operate appropriate Authority computer equipment and software packages.

**Supervision Given and Received**

The Director of Housing Management receives instructions from the Executive Director regarding agency goals, their priorities, and special assignments. The Director of Housing Management routinely works without the direction of the Executive Director and is free to develop methods, deadlines, and/or objectives. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Normally the Director of Housing Management makes independent decisions pertaining to situations not covered by specific guidelines but the Executive Director is consulted in serious or unusual circumstances. The work of the Director of Housing Management is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

The employee provides guidance to subordinates, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

**Guidelines**

Guidelines followed by the Director of Housing Management include published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity and/or project requirements.

**Complexity**

Performs a wide variety of non-routine tasks, which are not always clearly related. The employee must identify the work that needs to be done, determine how to accomplish it, and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, conflicting and competing demands, or other non-routine occurrences. The employee must coordinate costs, timing, funding availability, contracting requirements, and working relationships of fund providers in the development process.
Decisions and issues facing the employee involve multiple organizational units. Difficulty may be experienced in convincing staff, peers, and other individuals to concur with decisions made regarding day-to-day priorities, operational objectives, and goals.

**Scope and Effect**

The employee's work affects other Authority departments, the Authority's public housing programs, its residents, and the financial viability of Authority and can determine to a great extent the quantity and quality of housing and services the Authority is able to provide for low-income families. Successful accomplishment of work responsibilities by the employee ensures the Authority is operationally efficient and consistently rated as a standard or high performer by HUD and enhances the Authority's ability to provide housing that is decent, safe, and sanitary, with adequate services for its residents.

**Personal Contacts**

The Director of Housing Management has contact with a broad range of individuals including coworkers, applicants, residents, business firms, contractors, consultants, local, state, and federal officials, and architects. Personal contacts serve multiple purposes including: giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving significant and/or sensitive and controversial issues.

**Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office-related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must have vision and hearing corrected to be able to perform essential job functions.

Must be able to maintain punctuality and attendance as scheduled.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

**Work Environment**

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.