

AUGUSTA HOUSING AUTHORITY

Position Description

Classification: Director of Management

Supervisor: Executive Director

Salary Grade: 10

Pay Class: Salary Exempt

Effective Date: April 2020

Position Summary

Under general guidance from the Executive Director, the Director of Management is responsible for the efficient and effective operation of the Authority’s Public Housing Program including rent collection, lease enforcement, security, and grievances. The incumbent directs and supervises these activities in accordance with the Housing Authority’s policies and procedures and HUD guidelines and requirements. Also, ensures completion and submission of Agency’s Five-Year Agency Plan and Annual Updates. Initiates and coordinates Housing Management and project planning as directed, in conjunction with administrative personnel. To the extent possible, assures performance. When thresholds cannot be met, strategies will be developed that will progress toward meeting the performance thresholds.

Major Duties and Responsibilities

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individual may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. Ensures that the Authority's policies and procedures as well as HUD requirements and guidelines are being observed in the day-to-day activities of the housing management functions.
2. Reviews the Authority’s Admissions and Continued Occupancy Policy (ACOP) on an annual basis and makes revisions as necessary.
3. Provides direct supervision to the Management/Resident Services Liaison, Quality Control/Recertification Specialist, Recertification Specialist and Property Manager in their daily activities, and provides general supervision over Assistant Property Managers, Property Clerks, and clerical staff in the performance of assigned duties.
4. Conducts meetings with the Management Staff for ongoing training and coordinative purposes.

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Executive Director’s initials

Employee’s initials

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5. Represents the Authority in court concerning evictions for non-payment of rent, lease violations and provides the attorney with information concerning all other evictions. Serves as a witness on behalf of the Authority when necessary.
6. Reviews all dispossessory affidavits monthly, processes according to Authority policy and forwards to legal counsel.
7. Directs all facets of housing operations, including supervision of Management staff in the occupancy, collection, resident services, maintenance and administrative functions.
8. Ensures that developments operate within budget parameters.
9. Assists Finance Department with bank reconciliation when necessary.
10. Receives resident complaints concerning Housing activities and resolves in a satisfactory manner according to Authority policy.
11. Performs frequent visits and inspections of each property under management.
12. Assists Property Manager and other Management staff with home visits as needed.
13. Follows up with Management Staff concerning delinquent accounts and takes corrective action as necessary.
14. Ensures that the duties and responsibilities of subordinates are clearly defined and verifies position descriptions of all jobs in the Management Department. Recommends employee disciplinary actions to the Director of Human Resources. Conducts interviews with the Director of Human Resources when necessary.
15. Recommends major changes in the form, size, and methods of the Management Department to meet changing conditions and requirements to the Executive Director.
16. Ensures personnel are kept fully informed of all pertinent Housing Authority and HUD policies and regulations.
17. Performs administrative functions such as review requests for vacation, sick leave, tardiness, counseling, etc.
18. Prepares reports and presentations for the Executive Director and the Board of Commissioners.
19. Assists the Executive Director and Director of Finance with the development of project-based budgets. Submits regular reports as required to ensure sites operate within budget parameters.
20. Attends Resident Advisory and Interdevelopment Resident Association (IDRA) meetings.
21. Conducts informal hearings and attends all formal hearings.
22. Attends workshops and training seminars as directed by Executive Director.

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23. Assists the Director of Maintenance with maintenance emergencies. Ensures proper notification is received by residents for maintenance annual inspections, pest control, etc.
24. May represent the Authority in court for disputes of Merchants Credit Bureau accounts.
25. Processes resident reports (history) for bankruptcy, etc.
26. Assists local law enforcement agency and social service providers in serving residents and addressing their needs.
27. May serve as Agency representative for Augusta Task Force for the homeless.
28. Prepares, completes and submits the Authority's Five-Year Agency Plan and subsequent Annual Updates in accordance with all HUD regulatory requirements.
29. Performs related duties as required or assigned by Executive Director.

Required Knowledge and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the purposes, policies as established by the Admissions and Continued Occupancy Policy (ACOP) as well as PHA Annual and Five-Year Plans.
3. Knowledge of the local, state, and federal laws governing public and other subsidized housing programs including health and fire regulations, landlord/tenant regulations, leasing of property and evictions.
4. Knowledge of public housing activities and operations at the federal, state, and local levels in both the public and private sectors.
5. Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports and other documents.
6. Knowledge office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
7. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
8. Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
9. Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
10. Ability to effectively orient other workers and to explain organizational policies, rules, regulations, and procedures.

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11. Ability to evaluate performance of subordinates accurately, correct deficiencies, guide, replace, and assign personnel.
12. Ability to write program narratives, budgets, statistical and other supporting data and the ability to develop policy and procedure manuals for various programs.
13. Ability to assist in planning, promoting, and evaluating housing and housing-related programs.
14. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
15. Ability to establish and maintain effective and professional working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
16. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

Physical Requirements

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc. Ability to access units and maneuver around properties. Must be able to operate and/or drive a car. Ability to lift between twenty (20) and twenty-five (25) pounds unassisted. Ability to bend and stoop as need. Ability to maneuver around sites and access units.

Minimum Education, Training, and/or Experience

Graduation from an accredited four-year college or university with major course of work in Public Administration, Business Administration, or a related field, and at least eight (8) years of experience in public housing with at least three (3) years in a supervisory or management role; or any equivalent combination of education, training, and experience to meet the required knowledge and abilities.

Special Requirements

1. Certification as a Certified Property Manager through the Institute of Real Estate Management within three years.
2. Possession of a valid driver's license.
3. Must be bondable.

By signing this job description, I have read and understand the responsibilities listed. Failure to perform the duties as described could result in disciplinary actions that include but are not limited to termination of employment.

Signature

Date

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