

The Housing Authority of the City of Tallapoosa (“THA”) is seeking an experienced “Housing Manager” to oversee project management of a Multifamily Project Based Rental Assistance (PBRA) portfolio of RAD multifamily housing units. (See attached Job Description). The position reports to the Executive Director and the Senior Housing Manager. All interested persons must submit an application and resume which can be hand delivered, mailed, or emailed, to the following address by no later than the end of day Tuesday, December 10, 2024.

Housing Authority of the City of Tallapoosa
Attn: Russell L. Nast, Executive Director
304 Arbacoochee Road
Tallapoosa, GA 30176
rnast@tallapoosaha.com

Job Title: Housing Manager

Job Type: Full-Time

Reports To: Executive Director and Senior Housing Manager

Position Summary:

This position is responsible to the Executive Director under the supervision of the Senior Housing Manager. A Housing Manager is responsible for performing various duties related to property management for assigned multi-family properties. Duties include but are not limited to performing day-to-day management and occupancy functions relating to leasing, rent collection, continued occupancy, and functions of annual and interim recertifications of income and family status. Duties also include maintaining resident files, tenant relations, lease enforcement to include eviction recommendations, and utility consumption records.

Essential Functions (including but are not limited to):

Participation and Involvement

- Collaborate with management staff and the Executive Director to develop and execute strategic plans for improvement and growth
- Support other housing management and maintenance staff
- Attend various training sessions, workshops, and conferences to enhance skills and knowledge as recommended by the Executive Director or Senior Housing Manager

Property Operations

- Deal courteously with residents, supervisors, other co-workers, and the public in person and in all forms of electronic communication to include answering incoming phone calls, email correspondence, and social media
- Administer daily housing operations, including leasing, maintenance, and tenant services
- Serve as a primary point of contact for tenants, addressing tenant concerns and inquiries, and resolving any issues and/or complaints in a professional and timely manner
- Perform a range of office tasks, including but not limited to, answering incoming phone calls, data entry, filing, and maintaining accurate property management reports

Compliance and Regulation

- Adhere to and comply with HUD regulations and rules, including Fair Housing laws, occupancy requirements, financial compliance, and the Authority’s Tenant Selection Plan and other policies and procedures
- Prepare and maintain daily, monthly, quarterly, and/or annual reports related to property management, utility consumption, and maintenance activities

Application Processing/Review and Waitlist Management

- Conduct thorough interviews and screenings of all applicants, including background checks, credit screenings, and verification of income and rental history
- Ensure the application review process complies with HUD eligibility requirements, Fair Housing regulations, and the Authority's Tenant Selection Plan
- Assist with the management of the Authority's waitlist, including maintaining accurate and updated waitlist information, conducting an annual waitlist update, and coordination with applicants to ensure timely processing
- Comply with Housing Authority procedures to ensure efficient and transparent handling of applications and the waitlist

Lease Execution

- Execute lease agreements, ensuring all documentation is complete and compliant with HUD regulations and Housing Authority policies and procedures
- Conduct new resident move-in orientation, providing information on housing authority rules and policies
- Performs move-in inspection at the time of lease execution, follow-up inspections after move-in, and move out inspection at time of lease termination

Tenant File Management

- Creates and prepares new resident file folders and other files pertaining to resident occupancy
- Maintain up-to-date tenant files to make sure documents are filed in a timely manner
- Maintain comprehensive, organized, and accurate tenant files, including lease agreements, tenant applications, tenant correspondence, and any other tenant documents
- Responsible for preparing and maintaining form HUD-50059 for each household

Reexaminations

- Conduct and manage annual reexaminations and interim reexaminations as required by HUD guidelines ensuring accuracy of tenant income and assets verification

- Prepare and distribute tenant notices related to annual reexaminations, rent changes, lease agreements, and/or other Housing Authority policies

Rent Collection and Receivables

- Assist in the rent collection process, ensuring timely and accurate collection of rent and other charges and ensuring the accuracy of tenant accounts
- Handle late rent payments, coordinate with residents regarding payment issues, issue notices for late rent, and follow established procedures for recommending lease terminations related to non-payment of rent

Maintenance and Inspections

- Responsible for the generation of work orders, notifying the maintenance department of emergency work orders, and applying resulting charges to tenant accounts to include notifying the tenant of charges
- Accurately manage work order completion to include maintaining work order records
- Conduct annual apartment inspections to ensure property maintenance standards and tenant compliance to include property grounds, exterior of all buildings, and the interior of resident units
- Conduct follow-up inspections for housekeeping issues and coordinate with the tenant the steps for correction
- Performs inspections of property grounds and exterior of buildings regularly

Utility Recording and Management

- Perform monthly check-meter readings for natural gas for all units/buildings and ensure accurate recording of data in monthly reports
- Monitor utility usage and report any discrepancies or issues with readings and/or billing
- Maintain other utility usages and reports to assist with utility allowance reviews

Other Assigned Duties

- Perform additional tasks and responsibilities as assigned by the Executive Director or Senior Housing Manager to support the effective management of this Housing Authority

Qualifications

- Graduation from an accredited high school with a high school diploma or equivalent
- Preferred, but not required:
 - Associates' or bachelor's degree in Property Management, Business Administration, Real Estate, or a related field; or equivalent work experience
 - Minimum of 3 years of experience in multifamily property management, with at least 1 year of experience managing HUD properties
- Knowledge of HUD regulations, Fair Housing laws, and other relevant housing guidelines
- Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners
- Knowledge of the objectives, programs, needs, and the organization structure of the Housing Authority
- Knowledge of the local, state, and federal laws governing subsidized multi-family housing programs including health and fire regulations, landlord/tenant relationships, and the leasing of property and evictions
- Knowledge of basic bookkeeping and governmental techniques and procedures
- Knowledge of report preparation techniques and procedures
- Knowledge of office terminology and procedures
- Demonstrated ability to prepare and evaluate professional and technical reports and other documents
- Strong organizational and time management skills, with the ability to handle multiple tasks effectively
- Excellent communication and interpersonal skills, with a focus on customer service, applicant and tenant relations, co-workers, and the public in person and/or over the telephone, email, or social media
- Ability to prepare and present ideas and information in a clear and concise professional manner both orally and in writing

- Ability to work in less-than-ideal conditions i.e. management discussions, noise, and/or multiple simultaneous tasks or activities
- Proficiency in property management software, Microsoft Office Suite 365, office equipment including copiers, personal computers, and calculators

Physical Requirements

- Ability to access all housing units and common areas physically and to move easily between units for inspections and other related tasks as required
- Level of manual dexterity sufficient to allow for the operation of a terminal keyboard, telephone, calculator, and so forth
- Ability to move, handle, or lift small objects around the desk area i.e. files, print outs/reports, calculators, and other office supplies/equipment
- Ability to drive Housing Authority vehicles or motorized carts
- Ability to bend, stoop, kneel, and lift moderately heavy objects

Special Requirements

- Possession of a valid driver's license
- Certification as a Certified Professional of Occupancy within 12 months of employment
- Must be bondable
- Have no alcohol related, drug related, theft related, or felony criminal record
- Have a good moral background
- Must have the ability to be covered under the Housing Authority's vehicle insurance policies
- Must be able to work after hours and on weekends as necessary