

HOUSING AUTHORITY

of the

COUNTY OF MONTEREY

June 2001
HACM.

DIRECTOR OF HOUSING MANAGEMENT

(FLSA Exempt)

DEFINITION/PURPOSE:

Plan, organize, and direct the daily management of the property management and maintenance operations of all Authority owned or operated residential properties. The properties managed include a variety of types of complexes from apartment buildings to scattered site houses. The properties are financed and regulated by a variety of assisted housing programs, such as public housing, farm labor, migrant, and tax credit. Coordinate activities with other departments and divisions, and outside agencies. Advise the Deputy Executive Director/Chief Financial Officer on policy issues and effectively supervise the implementation of Authority policies.

DISTINGUISHING CHARACTERISTICS:

This single position executive management classification is responsible for the supervision of the Authority's programs of property management and maintenance. It differs from all other classifications in that it is solely responsible to the Deputy Executive Director/Chief Financial Officer for the effectiveness, efficiency, and success of these programs.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision and general administrative direction of the Deputy Executive Director/Chief Financial Officer, with significant independence.

Provides direct supervision and general direction to Regional Housing Managers, Regional Maintenance Managers, and other managers as assigned, as well as maintenance technicians and clerical employees. Provides indirect supervision to all other technical and clerical employees of the department.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following:

- Manage all services and activities of the Housing Management department, including the provision of property management and residential services and maintenance under a variety of assistance programs.
- Supervise the management of units, make tenant selections, transfer of tenants, monitor tenant housekeeping, and conduct closeout occupancy inspection of units and authorize reimbursement of deposits.

- Advise on division of costs of repairs between Authority and tenants.
- Facilitate the resolution of disputes and conflicts between/among tenants, neighbors, and the Authority.
- Advise Development/Force Account department on planning for capital needs of properties and coordinate the timing of rehabilitation work to minimize vacancies.
- Develop goals and schedules for housing and maintenance program implementation. Keep abreast of federal, state and other laws, regulations and directives issued by the HUD and other agencies affecting the properties and programs and propose such changes in written agency policy documents.
- Review and revise both department policy and procedures and train staff on all changes, and monitor implementation.
- Analyze effectiveness and efficiency of programs and recommend program changes to the Deputy Executive Director/Chief Financial Officer.
- Train and/or coordinate the training of assigned personnel on basic program components, new programs, changes, and special programs.
- Supervise and monitor staff activities relating to program administration; prepare periodic reports to HUD, USDA, the State, local governments and other funders and regulators, the board of Commissioners, the Executive Director, and Deputy Executive Director/Chief Financial Officer.
- Form working relationships with local real estate and property management associations, community social service agencies and providers, law enforcement officials, and resident groups. Attend and participate in professional group meetings to stay abreast of new trends within the industry.
- Responds to general inquiries and complaints from participants, prospective participants, and the general public. Attend resident meetings and encourage and promote resident participation in different programs.
- Conduct periodic inspections of housing properties to monitor appearance and conditions. Inspect properties and grounds to determine the need for maintenance, repair, or new construction.
- Serve as the Housing Management division liaison with other departments, divisions, and outside agencies. Serve as senior staff member for the division on boards and committees.
- Participate in the planning and development of the department, properties, and programs budgets. Authorize payment of department bills and authorize expenditures for items up to policy limits.
- Carry out special projects as assigned by the Deputy Executive Director/ Chief Financial Officer.
- Supervise the preparation of monthly activities and status reports for the various programs administered.
- Respond to and resolve issues pertaining to assigned programs. Negotiate and resolve sensitive and controversial issues. Advise the Deputy Executive Director/Chief Financial Officer, in a timely manner, on necessary actions, problems, or requirements.
- Serve as a policy and program advisor to the Deputy Executive Director/Chief Financial Officer regarding property management, maintenance and other operational issues, and other department-wide matters.

- Review and prepare draft Authority comments on proposed Federal, State and local regulations and their prospective impact on any of the properties managed by the Authority. Suggest alternative courses of action, as applicable.
- Assist the Deputy Executive Director/Chief Financial Officer in the development of Authority and department policies and procedures implementing Federal, State, and local directives and statutes; and, as applicable, procedures for department activities and programs.
- Maintain adequate monitoring and reporting systems to ensure the adequacy, quality, and timeliness of program work. Hold and conduct regular staff meetings.
- Participate in the selection of program staff. Train, motivate, supervise, and evaluate assigned employees. Recommend employee's salary increase and take disciplinary action as necessary and authorized.
- Serve as the Authority's main coordinator and contact for issues concerning the PHAS/REAC inspections and other HUD reporting requirements—Plan for abatement and completion of work on all reported deficiencies.
- Make written and verbal reports and presentations to the Board of Commissioners and other bodies, as requested.
- On-call for emergency maintenance calls during off-hours.
- Maintain regular and consistent attendance.

OTHER JOB FUNCTIONS:

- May represent the Authority at public meetings and conferences.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – Property management, landlord/tenant laws, Federal laws governing public housing operation. General administrative planning techniques and basic program management concepts. Principles and practices of budget development and administration, and personnel practices, supervision, training, and administration. Public housing laws, program and agency rules, regulations, standards and programs, and the local housing market. Methods and techniques of building maintenance and inspection. Occupational safety program rules and regulations. Computer applications in maintenance and housing.

Ability to – Plan, organize, direct, and coordinate work in a manner conducive to maximum organizational performance. Effectively train, supervise, and evaluate subordinates. Maintain confidentiality. Formulate policy and to plan and supervise the work of others. Interpret and apply Federal, State, and local policies, laws and regulations. Exercise independent judgment with compassion, good management sense and creativity. Establish and maintain effective working relationships with all levels of Authority staff, residents, and the general public. Prepare clear, concise recommendations and reports. Communicate complex ideas clearly and effectively both verbally and in writing and speak effectively before groups. Prepare and work within established operating budgets. Maintain the mental capacity for making sound decisions and the physical capability to perform assigned duties. Operate a personal computer using various Windows-based applications programs.

Licenses and Certificates

-Possess within 24 months of employment: a Public Housing Manager certificate, an Assisted Housing Manager certificate, a Farmers' Home Administration certificate, and a HUD or NAHRO Supervisor Maintenance Training certificate. Complete HUD's PHAS/REAC training.

-Possess and maintain an applicable California Driver License and a driving record acceptable to the Authority.

- *Real estate broker's license is desirable or ability to obtain a license within 24 months of employment.*

Physical Abilities and Work Environment – Must have the ability to drive an automobile, sit or stand for lengthy periods of time, climb stairs, stoop, and bend, and operate keyboard equipment. A majority of work is conducted in a standard indoor environment.

Other

-Provide an annual Statement of Economic Interest.

-Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Bilingual fluency in English and Spanish is desirable.

- Be insurable by the Housing Authority's insurance carriers.

The classification is subject to call seven (7) days a week, twenty-four (24) hours a day, to respond to emergency situations.

EXPERIENCE AND EDUCATION GUIDELINES:

Education – A bachelor's degree from an accredited college or university with a major in urban studies, social science, public or business administration, or a related field is required.

Experience – Five (5) years of increasingly responsible experience in public housing or property management of assisted housing in an administrative professional and/or technical capacity involving program administration and maintenance program implementation. Two (2) years of supervisory experience.