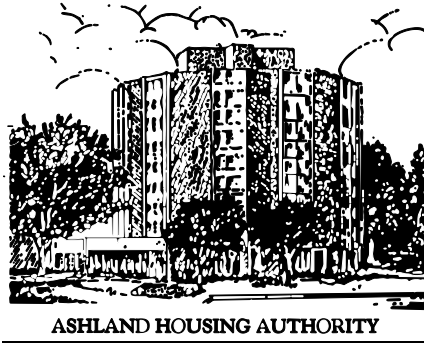


Office of:
*City of Ashland
Housing Authority*

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*Bay Tower Apartments
Bay Haven Apartments
Bay Ridge Apartments
Bay Terrace Apartments
Forty-Five Family Homes*



This institution is an equal opportunity provider and employer

Position Description

Housing Manager II

Under the general supervision of the Executive Director, the Housing Manager leads and is responsible for the overall management of site operations and supervision of maintenance of the physical plant. The Manager ensures the efficient operation of the Authority's programs by carrying out the policies and procedures of the Board of Commissioners, the Department of Housing & Urban Development, and the USDA/Rural Development.

This position provides oversight and management of the Section 8 Housing Choice Voucher Program, Bay Terrace and Bay Ridge.

General Administration

- Assure that all rents are collected for the properties and computer records are properly maintained.
- Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Complete annuals for all Public Housing tenants
- Prepare and monitor site budget(s).
- Post charges associated with work orders, late charges, and other miscellaneous charges by entering them into computer and generating notices for residents.
- Follow up delinquent accounts and pursue collections in accordance with established procedures.
- Monitor expenses to ensure spending is within guidelines.
- Maintain tenant files and related documentation regarding continued eligibility.
- Show vacant apartments and maintain a high level of continued occupancy by leasing properties and Voucher Program in a timely manner.
- Negotiate rents with landlords participating in the Voucher Program.
- Check references and other information on resident applications through the Authority's approved credit and criminal investigative services.
- Address resident concerns in a professional manner. Schedule resident meetings to listen and resolve resident complaints/concerns.
- Send/Post all notices regarding compliance to rules and regulations when a violation occurs.

- Hire, train and supervise site staff including maintenance team members and resident caretakers
- Write advertisements if needed, and place advertisements in the appropriate publications.
- Assure that the waiting lists are maintained per established procedures.
- Complete and submit incident reports for all events that may involve injury or damage.
- Attend monthly Board of Commissioner meetings to request and discuss project needs with the Board.

General Repair and Maintenance Including Grounds Maintenance

- Oversee maintenance of the grounds, trash container areas, and common areas not allowing any trash or debris to accumulate.
- Oversee all work associated with the upkeep and maintenance of the grounds.
- Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within 15 days after move out.
- Log all resident complaints and dispatch maintenance personnel promptly.
- Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, and close out work orders in accordance with established procedures.
- Conduct property inspections, at least monthly, in order to assure adherence to established standards.
- Conduct all Section 8 Housing Choice Voucher Property inspections.
- Be available at all times, either personally or through other site personnel, for emergency calls.

Tenant Relations

- Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
- Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance.
- Resolve conflicts and complaints among residents, if possible, in order to avoid grievances.
- Recommend eviction if resident behavior warrants and prepare related documentation.
- Participate in hearings and appeals as needed.

Supervising Personnel

- Participate in pre-employment interviews and make hiring recommendations as needed.
- Interpret and apply personnel policies, department policies, and other relevant policies and procedures.\
- Review and approve leave requests for assigned staff ensuring that work will be attended to during employee's absence.
- Train or assist in training other site personnel.
- Counsel employees regarding job performance and document in accordance with established procedures.
- Recommend disciplinary action as needed.
- The Housing Manager is authorized to delegate authority keeping in mind that the Manager is still fully responsible for delegated tasks.

* The Manager is expected to perform all other duties as assigned by the Executive Director

Skill Requirements

- Knowledge of Authority policies and procedures, particularly as they pertain to property management.
- Knowledge of Dep't of Housing & Urban Development (HUD) rules and regulations that apply to property management and Section 8.
- Knowledge of basic office practices, procedures and equipment.
- Knowledge of the principles of management and supervision.
- Knowledge of the operation of the Authority's computer system and software.
- Knowledge of the Agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
- Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits and for rent adjustments.
- Ability to correctly maintain required records such as tenant files, vacancy reports, turnover units, etc.
- Ability to read and interpret policies and guidelines in order to make sound decisions.

Qualifications

- Graduation from an accredited secondary school (desired but not mandatory)
- Certified in Section 8/HCV Management, Public Housing Mgr, and Housing Quality Standards a plus. And if not certified, willing to attend trainings to be certified. \
- Must have a valid Wisconsin driver's license.
- Able to be bonded.

