



# VACANCY ANNOUNCEMENT

Human Resources Department 150 Highland Ave Bridgeport, CT 06604

## HOUSING MANAGER

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**Date Posted:** 12/15/2021

**Department:** Asset Management

**Job Type:** Regular/Full time - Union 818-53

**Annual Salary Range:**

**Internal Deadline:** 12/25/2021

**Reports to:** Chief of Property Operations

**FLSA Code:** Non-Exempt/Hourly

**Minimum:**

### **Position Summary:**

The Housing Manager is responsible for all property activities related to compliance with PCC's lease for an assigned portfolio of development(s). The primary function of the position is to assure that the delivery of property services meets the Authority's obligations under its lease, local law, and program regulations in the four major areas of Finance, Operations, Residents and Procurement.

Reporting to the Chief of Property Operations, the incumbent performs a variety of office functions in connection with management and operation of the Housing Authority's Conventional Public Housing Programs. Assumes complete responsibility for the overall site operation and performance of all PCC maintenance and technical services, and delegates' responsibility to appropriate staff. This individual uses a project-based budget to monitor resource utilization and assure cost effective service delivery. This individual has wide discretion in the development of specific strategies to assure that each development that is assigned remains fully occupied, safe, and in good repair with high levels of resident satisfaction as evidenced through full rent collection and low household turn-over.

### **Key Duties/Essential Job Functions:**

#### **Finance:**

1. Manages a set of project-based budgets for the developments that are assigned to the portfolio.
2. Develops strategies to assure that PCC's properties provide attractive housing options while delivering necessary services within established budget parameters.
3. Prepares monthly projections on occupancy trends including turnover rates, rent collection levels, lease enforcement actions, etc.
4. Responsible for monitoring accounts receivable, supervise and follow-up on delinquent accounts, and eviction proceedings, including identifying and monitoring problem tenants. Initiates and coordinates the Tenant Grievance Procedure.
5. Schedules rent conferences for households with arrearages and negotiate rent repayment agreements. Monitors agreements.
6. Participates in the annual PCC budget planning process for both operating and capital budgets. Serves, as an advocate for resources for assigned developments and identifies priority needs.
7. Responsible for establishing priorities for all project operations and activities, including the preparation of annual and proposed budgets for staff, capital expenditures, purchase and/or lease of equipment and other management and maintenance activities.

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**Operations:**

1. Responsible for the supervision and coordination of all aspects of the apartment rental process from move-out and vacancy preparation through tenant selection and rental.
2. Responsible for supervision and coordination of the annual tenant income re-examinations and certification process on an annual or interim basis.
3. Reviews weekly work order and other reports on physical systems to monitor trends and maintenance workloads.
4. Responsible for the supervision and training of administrative and maintenance staff in all aspects of housing management.
5. Attends meetings with the Executive Director, Director of Asset Management, and other management staff in order to review and recommend Housing Authority policies and procedures.
6. Plans and coordinates all preventive maintenance.
7. Reviews and approves recommendation from maintenance on resident charges for damages.
8. Available on an on-call basis for emergencies and other limited off-hour assignments such as evening resident meetings.
9. Responsible for preparation of project status reports.
10. Conducts weekly or regular project office staff meetings and meetings with support staff.
11. Develops in security planning and special security projects.
12. Provides regular reports to the Director of Asset Management and must maintain supporting records and files.
13. Responsible for inspection of vacant and occupied apartments and project grounds.
14. Responsible for ensuring effective maintenance of properties and physical systems.
15. Performs all other related duties as assigned.

**Residents:**

1. Attends meetings with tenant and community organizations in order to enhance the tenant/management relationships and with Commissioners and TRC meetings as assigned.
2. Provides social service referrals for households in crisis.
3. Conducts post move-in unit visits within first 30 days of tenancy to all households to welcome household and conduct follow-up briefing on house rules and other program requirements.
4. Responsible for establishing and maintaining cooperative relationships with social agencies serving low-income families and actively engages in order to establish goals and develop relationships.
5. Coordinates access and use of community facilities by resident organizations and program participants.

**Procurement:**

1. Thorough knowledge of the Public Housing Management Assessment Program (PHMAP) process as it relates to maintenance.
2. Responsible for improving and maintaining a "Passing" PHMAP score for those indicators which are designated under maintenance.

**Qualifications/Education:**

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Bachelor's degree with at least three years' experience with property management for private, public, or assisted housing program and demonstrated skills in lease enforcement, maintenance supervision and budget management. Each year of work experience beyond the three-year requirement may be substituted for one year of academic requirement. Must be a Certified Public Housing Manager or have ability to become one within one (1) year of accepting position.

**Knowledge/Skills/Abilities:**

1. Knowledge of Connecticut Tenant/Landlord law.
2. Proven ability to develop and work within property-level budgets.
3. Knowledge of HUD regulations related to occupancy management.
4. Knowledge of physical systems sufficient to coordinate maintenance priorities.
5. Knowledge of property management filing systems.
6. Good communication and supervisory skills.
7. Working knowledge of maintenance services and repairs. Must have prior experience managing property or be familiar with property management.
8. Ability to supervise and administer service contracts.
9. Ability to work with figures in an accurate, efficient manner.
10. Ability to communicate effectively both verbally and in writing.
11. Ability to work independently, identify and report problems and produce work free from errors.
12. Sophisticated knowledge of basic office computer software including Internet and e-mail systems.
13. Bilingual in Spanish/English, preferred but not mandatory.
14. Must have a valid Driver's License.

**Working Conditions/Physical Requirements:**

Typical office environment and able to attend meetings, trainings, and travel to PCC sites unaccompanied.