**HOUSING AUTHORITY OF THE CITY OF LUMBERTON**

**JOB DESCRIPTION:**

**TITLE:** PUBLIC HOUSING—ASSET MANAGER **FLSA:** NON-EXEMPT

**DEPARTMENT:** PUBLIC HOUSING **Employment Status:** Full-Time

**REPORTS TO:** DIRECTOR OF PUBLIC HOUSING

**GENERAL STATEMENT OF JOB:**

Under the supervision of the Director of Public Housing the employee in this position is directly responsible for the overall management, maintenance, operations and reporting for one or more properties in the HACL’s Public Housing program and providing regular reports of fiscal and occupancy status. The Asset Manager is responsible for monitoring budgets, maintaining PIC system and verifying information through EIV systems. The duties listed below are illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

**ESSENTIAL FUNCTIONS:**

The statement contained here reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals 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. Performs annual review of resident’s income and family composition for conforming to rent and eligibility requirements.
2. Inspects properties frequently for conformity to appearance, safety and health standards, damages to property, unauthorized guests or pets, abandoned vehicles or units and other violations.
3. Prepare notices to residents regarding violations of the standards; does follow up on notices through personal visit or takes other appropriate action as required.
4. Ensures compliance with applicable HUD guidelines as well as federal, state and local regulations, laws, ordinances and the Agency’s Continued Occupancy policy (ACOP).
5. Responds to inquiries concerning policies and practices in a courteous and professional manner.
6. Prepares and Coordinates proper paperwork to rent housing units in accordance with established procedures.
7. Performs site inspections of buildings and grounds.
8. Issues citations and provides oversight of effective resolution of unsatisfactory conditions with residents.
9. Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when necessary.
10. Ensures compliance with applicable HUD guidelines as well as federal, state and local regulations, laws, ordinances, and the Agency’s Admissions and Continued Occupancy Policy (ACOP).
11. Prepares and coordinates proper paperwork to rent housing units in accordance with established procedures.
12. Maintains and transmits HUD form 50058 to the PIC system. Reviews PIC reports daily to ensure discrepancies are corrected in a timely and efficient manner.
13. Performs new move-in and move-out transactions, and quarterly housekeeping inspections.
14. Ensures receipt of all relevant paperwork and adheres to Uniform Physical Conditions Standards and Real Estate Assessment Center (REAC) inspections.
15. Handles resident concerns, grievances and mediates conflicts among residents.
16. Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when warranted.
17. Prepares concise monthly, quarterly and annual reports addressing occupancy, delinquency rates in a timely manner.
18. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
19. Post charges associated with work orders, late charges, etc.
20. Conducts interviews for community services for zero income families.
21. Utilizes internet, telephone, email, and inspections to obtain information to process paperwork on applicants and residents using EIV system.
22. Verifies all third-party verifications. Files court orders and attends court as needed.
23. Ensures that residents are informed of new rules, laws, regulations, etc., as interpreted by the agency.
24. Meets periodically with residents to outline changes and/or new directions in policies and programs.
25. Assists in deterring and preventing resident fraud and abuse.
26. Refers residents with special problems to groups or agencies that provide assistance as appropriate. Assists with resident services activities, plan meetings and support activities.
27. Performs 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.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Thorough knowledge of Agency policies and procedures as they pertain to property management and occupancy.
2. Thorough knowledge of HUD rules and regulations, Landlord Tenant Law, OSHA Standards, local and state building codes.
3. Knowledge of concepts, principles, techniques and practices of grant development and writing.
4. Knowledge of the agencies that provide assistance and services to residents including some knowledge of eligibility requirements.
5. Ability to establish and maintain effective and courteous working relationships with other employees, residents, funding sources, community agencies and other entities that provide services and secure the cooperation of others. Ability to read and interpret policies and guidelines in order to make sound decisions.
6. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
7. Working knowledge of the operation of the Agency’s computer system and applicable software.
8. Knowledge of mathematics and general accounting procedures sufficient to perform calculation required for summarizing rent collections, making deposits, rent adjustments and assisting the Director of Housing Services in the preparation of the annual operating budget and long-term budgets.
9. Ability to maintain required records such as resident files, vacancy reports, etc.
10. Ability to procure goods and services in accordance with Agency procurement procedures and in keeping with the approved operating Budget for the property.
11. Ability to operate appropriate Agency computer equipment and software packages.
12. Ability to communicate clearly and concisely, both orally and in writing.
13. Skilled in analyzing situations in order to identify problems and offer possible solutions.
14. Must maintain punctuality and attendance as scheduled.
15. Skill in the use of the computer, fax machine, copier and other office machines.
16. Ability to make moderately complex computations with speed and accuracy.
17. Ability to meet and deal tactfully and courteously with the public and to establish and maintain effective working relationships with other employees and superiors.

**PHYSICAL REQUIREMENTS:**

1. Work is principally sedentary, but may involve some physical exertion during on-site visits with residents or staff members and inspections of units and/or facilities.
2. Must be able to sit and/or stand for up to eight hours at a time while performing work duties.
3. Must be able to bend, stoop, push or pull in the performance of essential job-related duties.
4. Must have vision and hearing corrected to be able to perform essential job functions.
5. Must maintain punctuality and attendance as scheduled.
6. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
7. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

**EDUCATION AND EXPERIENCE:**

Associate degree in Business or other closely related field from an accredited college and at least three (3) years of progressively responsible experience in management or in an administrative capacity in property management or low-income housing, or an equivalent combination of experience and education. Certification as Public Housing Manager (PHM) must be obtained within eighteen (18) months of employment or other allowable period of hire as authorized by the Executive Director.

**Other Requirements:**

1. Must possess a State of NC driver’s license and must maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be professional in manner and appearance.
5. Provide customer service on a high level.
6. Must be available for occasional overnight travel/training.
7. Must pass employment drug screening and criminal background check.

**DISCLAIMER STATEMENT:**

The Housing Authority of the City of Lumberton is an Equal Opportunity Employer. This job description is subject to change and in no manner states that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management’s assignment for functions, however it does not restrict tasks that may be assigned. Nothing in this document restricts management’s right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills and abilities to perform the job may be considered at the discretion of the Board of Commissioners.

Employment with the Housing Authority of the City of Lumberton is on an “at-will” basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Signatures/Approval:**

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