



## PEORIA HOUSING AUTHORITY JOB DESCRIPTION

**JOB TITLE: ASSISTANT ASSET MANAGER**

**REPORTS TO: ASSET MANAGER**

**DEPARTMENT: ASSET MANAGEMENT**

**FLSA STATUS: NON-EXEMPT**

### **JOB SUMMARY**

Working under the supervision of the Asset Manager, the incumbent assists the Asset Manager in the supervision and staff work necessary for the proper completion of administrative management function of low-income public housing and for the quality of life as well as the physical and financial condition of the assigned property. The incumbent represents the Asset Manager on committees and at meetings during regular and non-regular working hours. Fulfills duties in the absence of the Asset Manager.

### **MAJOR JOB RESPONSIBILITIES**

Assist in the property management duties include, but are not necessarily limited to the following:

- 1. Assist the Asset Manager in establishing work schedules and assigned work as required to maintain efficient use of management staff time and assisting in the supervision of the day-to-day maintenance of the property, including:**
  - Assisting in overseeing the development of the annual, monthly and weekly maintenance calendars upon which routine and preventive maintenance activities are scheduled and work orders issued;
  - Supervising logging, and monitoring the prioritization, assignment, close-out, and quality control of resident maintenance request;
  - Ensuring 24-hour emergency maintenance service is available;
  - Walking the property daily (rain or shine) to check for skips, curb appeal, hazardous conditions and other needs; inspecting common areas, hallways, community rooms, and interior hallways daily and ensures that work orders are issued to address deficiencies;
  - Inspecting vacant units, assigning make-ready work, tracking make-ready time;
  - Determining when and what residents should be charged for damages and neglect beyond normal wear and tear; Keeping the list of "charges in addition to rent" updated and accurate;
  - Conducts semi-annual batter replacement program;
  - Conduction UPCS inspections of each unit, documenting the results and correction all deficiencies, including workability of smoke alarms;
  - Coordinating with the HUD UPCS inspector to ensure that all units are available for inspection and that all deficiencies noted are corrected within the HUD specified timeframes.
- 2. Complete a variety of management reports and maintain management files in accordance with HUD requirement; Analyze reports and recommends corrective active as appropriate;**
  - Property performance under PHAS;
  - Compliance issues if any;
  - Financial management;
  - Crimes and accidents, if any;
  - Personnel problems, if any, as well as staff commendation;
  - Lease terminations, lease enforcement and other resident issues;

- Annual reexaminations due and completed
  - Other reports as requested.
- 3. Conduction annual reexaminations and interim adjustments to compute rent timely, accurately and in compliance with Admissions and Continued Occupancy Policy (ACOP\_ and HUD's Rental Integrity Standards, including:**
- Notifying residents of their upcoming annual re-exam 90 to 120 days before the anniversary date;
  - Verifying income and deductions in compliance with HUD RIM standard;
  - Computing rent and determining Utility Allowances accurately;
  - Offering all residents a choice between Income-based and Flat Rents at each Annual Reexamination;
  - Notifying residents of rent increases at least 30 days before the re-certification date;
  - Documenting all actions properly in resident files; maintaining a high standard of file organization;
  - Performing interim adjustments to rent in accordance with PHA's Lease and ACOP.
  - Maintain confidentiality regarding tenants and their records.
- 4. Collecting rent always consulting with residents to resolve problems, investigate complaints, interpret housing policies and enforce the lease agreement firmly and fairly on all residents:**
- Conduction orientations for new residents to familiarize them with lease requirements;
  - Sending 14 day notices for non-payment of rent by the 8<sup>th</sup> calendar day of the month;
  - Sending 30 day notices for non-payment of charges in addition to rent by the 10<sup>th</sup> calendar day of the month;
  - Placing a resident who owes delinquent rent or charges on the replacement agreement so long as it is in compliance with PHA repayment agreement policy.
  - Filing a resident for lease termination if the resident
    - i. Has not paid rent or signed a repayment agreement by the 15<sup>th</sup> of the month;
    - ii. Has not paid charges in addition to rent or signed a repayment agreement by the 10<sup>th</sup> of the following month;
    - iii. Has not paid the agreed upon amount under any repayment agreement by the 10<sup>th</sup> of the month;
  - Processing residents for lease termination when any adult family member, guest or other person under the resident's control engages in:
    - iv. Drug-related criminal activity; or
    - v. Criminal activity that is a threat to the life, health, or safety of other residents, staff or neighbors of the property; or
    - vi. Alcohols abuse that result in a lease violation.
  - Notifying residents of promptly, in writing, of any possible lease violations, working with them to resolve the violation, and if they fail to resolve the violation, investigate the matter, including but not limited to , suspected fraud, program abuse, criminal activity, and drug-related criminal activity and compile documentation for review by the Deputy Executive Director and Staff Attorney for prompt action, up to and including lease termination, for failing to correct the violation;
  - Appearing in court for site evictions and other lease enforcement actions;
  - Confer with Staff Attorney on all evictions and provide documentation if necessary.
- 5. Conduct applicant interviews to determine program eligibility, if supervising an eligibility clerk.**
- Ensure third party verifications.
  - Assist applicants in completing application for public housing.
  - Review applications for completeness and required signatures.
  - Input all applications on the computer and affix the tenant number to the application.
  - Determine applicant eligibility for the waiting list.
  - Verify references when applicable.
  - Explain all program information and regulations, eligibility criteria and waiting list procedures in such a manner that all information is understandable to the client.
  - Educate each applicant about data privacy requirements as legislated.
- 6. Interview prospective residents, shows apartments, explain lease agreement and grievance:**
- Assisting with marketing and recruitment of applications for the waiting list;
  - Assisting applicants in completing applications for public housing;
  - Reviewing applications for completeness, obtaining verifications, determining eligibility, inputting applications to the PHA computer system, establishing applicant files, briefing applicants on requirements for eligibility and for leasing, providing applicants with information on privacy requirements, establishing and maintaining tenant files;

- Notifying admissions staff as soon as possible of resident intent to vacate or skip-outs;
  - Taking appropriate steps to process the move-out of families, processing the security deposit in accordance with Illinois law and PHA policies;
  - Ensuring that the exterior of the property, the route to the unity and the unit itself is clean and attractive prior to showing to a prospective resident;
  - Processing new families, including move-in briefing, move-in inspection, calculation of pro-rated rent, regular rent, collecting security deposit and prorate rent and updating PHA's systems with all required tenant and accounting information.
- 7. Confer with Asset Manager on resident-related management problems and takes appropriate follow-up action:**
- Attending Resident Council meetings when invited;
  - Supporting Resident Council initiatives;
  - When available, providing funding for Resident Council activities;
  - Meeting with residents on request;
  - Conduction informal hearings on resident grievances;
  - Organizing annual meetings of residents to obtain input on the Capital Plan;
  - Providing Resident Council with timely copies of the Annual Plan, Five Year Plan and any revisions to policies for review and comment.
- 8. Taking part in the capital planning and redevelopment process, including:**
- Obtaining recommendations from staff about capital work needed and priorities for such work;
  - Participation in the development of the annual capital plan;
  - Working with the CGP staff in carrying out capital work at the properties (including, for example, obtaining access to occupied units);
  - Inspecting and signing off on capital work at the property prior to final payment of contractors.
- 9. Maintaining the financial health of the property, including responsibilities for:**
- Preparing the annual operating budget and revisions as needed;
  - Maximizing the property's income and minimizing expenditures consistent with preservation of the physical plant;
  - Minimizing vacant units days and vacancy loss;
  - Tracking monthly and year-to-date income and expenditures (and making adjustments to financial practices when needed);
  - Purchasing goods and services only when needed, when policies have been followed, and when funding permits and in accordance threshold policies.
  - Maintaining inventory control of all equipment, materials and supplies assigned to the site;
  - Providing information to the asset Manager, Asset Management Director, Chief Operating Officer, Chief Executive Officer, or other PHA officials as required;
  - Preparing or reviewing HUD financial reports as required.
- 10. Administrative management activities include, but are not necessarily limited to:**
- Independently plan the work of subordinate staff.
  - Prepare weekly/monthly reports of site activities /problems.
  - Establish office procedures with approval of Deputy Executive Director.
  - Confer with Asset Manager and Staff Attorney on all planned evictions and lease violations.
  - Appear in Court site evictions and follow-up Court appearances.
  - Assure twenty-four (24) hour emergency service.
  - Maintain effective communication with site/residents on a twenty-four (24) hour on-call status.
  - Ensure site staff does not violate applicable Data Privacy Laws.
- 11. Ensuring at least "standard" performance under HUD's assessment system indicators:**
- Physical condition of the units, buildings and systems;
  - Financial condition of the property;
  - Management performance of the property
  - Resident satisfaction.

**12. Carrying out the work of the property in a manner that complies with all applicable Federal State and local laws, regulations, and PHA policies and procedures related to:**

- Civil and Disability rights;
- Fair labor standards practices;
- Procurement of goods and services;
- Rental integrity
- OSHA standards
- Data privacy laws.

**13. Directing, controlling, monitoring and evaluation the performance of all other site staff in compliance with the Personnel Policy:**

- Organizing, scheduling, supervising and monitoring the quality and quantity of work of the site staff;
- Working with the Personnel Office to recruit, hire, train, supervise, promote/demote, transfer, lay off, and terminate site staff;
- Enforcing performance standards for all position supervised, including monitoring performance improvement plans when warranted;
- Signing off on and maintaining employee time records, leave records, and overtime authorizations;
- Carrying out progressive discipline when needed;
- Working with employees to establish performance targets and appraising employee performance at least annually;
- Training staff as required.
- Participate in regular staff meetings, as well as problem-solving meetings.

**14. Acting as an advocate for residents with education, including submitting proposed wording for such improvements;**

**15. Recommending improved operating policies and procedures, including submitting proposed wording for such improvements;**

**16. Other duties as assigned.**

- Dealing promptly with any hazardous situations to prevent accidents;
- Enforcing the lease for violations of the bans on criminal activity and drug related criminal activity;
- Coordinating with local law enforcement to prevent crimes and enforce the law;

**17. Other duties as assigned**

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- Three (3) years of management, supervisory and administrative experience in working with the U.S. Department of Housing and Urban Development programs, and/or Section 8 Housing is required. Experience in contact negotiations, budget preparation, fiscal oversight, analyzing and managing a property portfolio is highly beneficial.
- A bachelor's degree in operations, accounting, finance, and/or public/business administration is required; graduate degree in finance, or business administration is preferred, Applicants who do not possess the required education may substitute additional directly related experiences as indicated on a year-for-year basis with thirty(30) semester hour credits being equal to one (1) year of experience.
- Minimum of three (3) years of prior property management experience, preferable some of which was in the private sector. Also, experience working at a medium size, multi-faceted organization is highly beneficial.
- Ability to work flexible hours and available on a twenty-four (24) hour on-call basis.
- Must be resident oriented and possess an understanding and tactful attitude with applicants and residents of public housing.
- Must have your Certified Housing Manager, Project Based Management, Public Housing Occupancy, Rent Calculation and Uniform Physical Condition Standards (UPCS) certifications or be able to receive certifications within twelve (12) months of employment.
- Must have a valid driver's license.
- Working knowledge of PC-based computer applications for management reporting systems, e.g. Microsoft word, Excel.
- Must have comprehensive knowledge of property management principles and practices,
- Must have thorough knowledge of HUD regulations governing the occupancy of public housing as well as public housing administration.
- Must be able to greet, meet and respond to the general public.

The incumbent of this position must demonstrate strong cognitive ability in assessing and evaluation problems, have capacity in determining priorities an managing multiple projects commensurate with Housing authority standards, understand accounting principles

to implement site specific budgets, The incumbent must also have demonstrate skills in lease enforcement, maintenance supervision and budget management. Must have the ability to listen and communicate with a diverse group of individuals and must have excellent communications skills, both verbal and written, Able to work flexible hours and be a team player, Have a valid Illinois driver's license (or be able to document that the incumbent can obtain one within 5 calendar days of beginning employment) and must be able to travel, at times. This is a salaried position with full benefit package.

### **PROBLEM SOLVING**

- Prioritizing work assignments.
- Determining which activities are to be delegated.
- Ensuring performance maintenance meets management and resident needs.
- Meeting resident needs with limited resources.
- Ensuring all routing and required tasks are accomplished on time in spite of competing priorities.
- Lease enforcement with families, especially those families who are repeated lease violators.
- Documenting cases of suspected fraud and program abuse.
- Documenting cases of suspected criminal activity and drug-related criminal activity.
- Relocation families displaced due to fire or natural disaster.
- Enforcing interim reporting requirements where families do not voluntarily supply required information.
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### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work assignments are generally carried out in an office environment. However, a large number of position activities will be undertaken outside of the office setting through the conduct of unit inspections, grounds inspections and home visits. Employee is expected to be in generally good health and to have the physical ability to bend, stoop, climb steps, etc. in accomplishing certain activities. PHA will make reasonable accommodations to meet the physical and mental limitations of its employees. The reasonableness of an accommodation is evaluated on an individual basis and includes an assessment of the essential job requirements, the work setting, and the nature of the disability.