



## PEORIA HOUSING AUTHORITY JOB DESCRIPTION

**JOB TITLE:** ASSET MANAGEMENT DIRECTOR

**REPORTS TO:** CHIEF EXECUTIVE OFFICER

**DEPARTMENT:** ASSET MANAGEMENT

**FLSA STATUS:** SALARIED/EXEMPT

### **JOB SUMMARY**

Responsible position that coordinates all aspects of site-based asset management for properties included in the portfolio of the Housing Operations Division of PHA, Tax Credit property, Home Ownership and other HUD or PHA funded housing programs. Coordinate with and supervise program staff in day-to-day management activities of Public Housing, PHA Mixed-finance/LIHTC, Homeownership, and other PHA developments. Plan, develop and implement policies and procedures that will insure the PHA and its residents meet all HUD and IRC regulatory requirements pertaining to the operation and occupancy of public, senior, mixed-finance (layered-subsidy) low-income housing, or other PHA housing programs; improve living conditions for our residents, along with monitoring the operations and budget aspects of the programs to protect and preserve the PHAs assets and programs, and insure long-term viability of the developments, or programs, including, but not limited to, marketing, leasing, occupancy, resident receivables, maintenance, capital improvements and HUD / LIHTC Compliance. Provides training on the use of various HUD reporting systems, and our system of record.

### **Required Knowledge, Skills and Abilities:**

- Working knowledge of HUD 24 CFR's, and Public Housing eligibility requirements, HUD 4350.3 and Section 42 Internal Revenue Code - LIHTC Compliance related to affordable housing management.
- Knowledge of HQS, Public Housing UPCS and REAC Inspection requirements, ability to monitor inspections and train site staff in same.
- Ability to make mathematical computations quickly and accurately; maintain clear and accurate records; ability to compose reports and presentations for superiors and other parties to communicate ideas clearly.
- Prepares a monthly Management Information Systems report which reflects the PHAs, SEMAP, LIHTC, or other program position relative to applicable measurement that result in scoring or funding outcomes.
- Ability to analyze organizational needs, requirements and prepare recommendations, train staff as needed. Ability to coordinate the work of departmental staff and delegate responsibilities effectively.
- Working knowledge of administrative procedures and equipment; strong computer skills, strong skills in oral and written communication.
- Considerable knowledge of research techniques, information resources, information evaluation and reporting techniques including processes and/or forms for correct implementation (HUD and LIHTC Regulatory Compliance).
- Working knowledge of IL State Housing Finance and HUD Management Review processes. Familiarity with PHAS evaluation processes in support of the, Public Housing, Finance and Construction Services.
- Ability to exercise judgment, tact and diplomacy; ability to develop and maintain effective working relationship with associates, employees, representatives of other organizations, regulatory agencies and the general public.

- Strong work habits that include setting priorities and planning strategies; setting a positive example for other PHA staff.

**Main Responsibilities and Duties:**

- Assist department coordinators in providing support to on-site management and maintenance staff in implementation of unit turnover, marketing, leasing and resident retention activities to maintain a 3% or less annual vacancy rate.
- Assist asset managers in supervision of site staff in implementation of collection policies and activities to maintain 5% or less in annual resident receivables. Participate in resident counseling as needed, making repayment agreements when necessary; provide support to on-site staff.
- Assist asset managers in the creation, review and approval of all budgets for site-based asset management.
- Assist department staff with the periodic review of policies, procedures and governing regulations to determine if new rules have been implemented that would necessitate changes to applicable PHA Policies & Procedures, 1 and 5 Year Plans, ACOP, etc. Approve modifications to processes, procedures and documents as needed, work in conjunction with other department Directors/Managers to insure efficient implementation and effective enforcement of changes as needed including the newest policies, procedures, etc. are posted or available to public for review and/or comment at the central and all satellite management offices, as applicable. Initiate any PHA Board Actions, as applicable.
- Provide support and work in cooperation with asset managers, on-site staff, law enforcement and other resources to identify problem residents; support staff in the collection of historical data in support of management decisions; review and approve or disapprove actions that could result in a lease termination and/or eviction and follow through with the eviction process as needed. When necessary, assist asset manager with cases that may require the PHA attorney.
- Develop a hearing panel in accordance with HUD regulations governing the public housing program. May act as Hearing Officer for the applicable PHA grievance procedure/process as related to the Public Housing or Project-based Voucher clients within the Housing Operations portfolio.
- Assist asset managers, on-site staff and residents in the implementation of an on-going plan to improve social conditions within the community, utilizing all available means and partnerships with other community agencies and organizations.
- Assist asset managers and site staff with the development and implementation of a Resident Safety Education Program designed to reduce safety hazards, including but not limited to, emergency procedures for accidents such as fires, gas leaks, heating and electrical disruptions and other emergencies develop.
- Assist asset managers and site staffs with the implementation and enforcement of a Resident Fraud and Abuse Program incorporating rent review, verification, counseling, prosecution, etc. to deter and/or prevent same within the HUD and LIHTC programs as applicable and ensure residents are paying the appropriate rents based on program requirements.
- Insure compliance by asset managers for the on-site management and maintenance staff's periodic inspections of the development buildings, grounds, systems and units to identify problem areas; recommend and follow through with implementation of short or long term corrective actions as applicable; assist in development and implementation of a site-based Preventative Maintenance Program.
- Insure coordination and compliance with appropriate regulatory agencies, as needed, for annual UPCS and REAC Inspections; follow-up on corrective actions, as applicable.
- Provide monthly, quarterly and annual compliance reports to Chief Executive Officer, owners, PHA Board of Commissioners, and IL State Housing Finance & Development Authority, as applicable.
- Coordinate with IT and Finance, as applicable, for timely submission of PIC data as related to Housing Operations inventory.

- Perform at least probationary and annual evaluations on all assigned departmental staff. Ensure evaluations are performed in a timely, accurate, comprehensive and objective manner.
- Coordinate with other agency departments to provide management-related documents and information about the Peoria Housing Authority, resident and management responsibilities, etc. to ensure the continued growth of the Housing Operations unit inventory of SHA.
- S. Work with local media (radio, television, newspapers) and pursue objectives supporting a positive image of PHA identifying accomplishments and issues of importance to be highlighted in the community; major improvements and changes in areas of modernization, social programs, resident projects, funding authorization, etc.
- Perform other duties as assigned by the Chief Executive Officer.

**QUALIFICATIONS, KNOWLEDGE AND SKILLS:**

- Bachelor’s degree in Business, Public Administration, or a related field.
- Seven (7) or more years of progressive management and supervisory experience, with at least four (4) or more years of overseeing a public or private housing management division and maintenance practices OR eight (8) years equivalent combination of education and experience in housing and commercial management.
- Extensive knowledge of federal, state, and local laws, rules, and regulations pertaining to low income housing including knowledge of Housing Authority programs.
- Knowledge of principles, practices and techniques of project and financial management, budgeting, data processing and landlord/tenant lease enforcement.
- Knowledge of housing quality standards and maintenance of facilities including dealing with vendors and contractors.
- Ability to effectively plan, direct, and supervise the work of others, delegate responsibility and authority, and hold others accountable for tasks assigned. Operate within departmental budget.
- Excellent interpersonal skills communicating clearly, effectively, and concisely both orally and in writing.
- Valid driver’s license in good standing; Eligible for coverage under the PHA fleet auto insurance.
- Tax Credit Certification
- Certified Property Manager (CPM) Certification desirable
- Property Management Certification in accordance with HUD guidelines within 2 years of employment.
- Maintenance Management Certification within 2 years of employment
- Uniform Physical Code Standards Certification within 2 years of employment
- Proficient user of modern office equipment and computer applications as related to the work.

**MATERIALS AND EQUIPMENT USED:** Computer Calculator General Office Equipment Cell phone

**WORK ENVIRONMENT & PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand, walk, and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to ten (10) pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

Work is performed in a normal office environment with some exposure to outdoor temperatures, dirt and dust. These environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Often involves visits to outdoor developments, sites, dwellings or facilities. The noise level in the work environment is usually moderate.

## **EMPLOYMENT EXPECTATIONS**

Every employee shall know and agree to adhere to the Peoria Housing Authority's Core Values. It will be the responsibility of the employee to practice these basic principles of service inside the agency. Each employee will be held responsible for conducting their behavior in accordance with these values. An employee violating any of these values will be subject to appropriate disciplinary action, up to and including termination depending upon severity of the violation.