



Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203

Office: (573) 443-2556 ♦ Fax: (573) 443-0051 ♦ TTY: (800) 735-2966 ♦ www.ColumbiaHA.com

Affordable Housing Manager II

Reports To: Director of Affordable Housing Operations

Salary: Range E, \$41,600 -- \$58,240 annually, plus excellent fringe benefits

Position Summary: This full-time position is responsible for the management of Public Housing, Low Income Housing Tax Credit and Project-Based Voucher housing properties. Duties include leasing and lease enforcement, rent collection, property inspection and management, budgeting, inventory, and maintenance supervision. Maintain effective landlord-tenant relationships with residents of the site. This position includes the review and submission of reports to various agencies and requires considerable knowledge of federal regulations, Low Income Housing Tax Credit and Project-Based Voucher housing programs. This position includes supervision and the provision of technical assistance to Assistant Housing Managers as assigned.

Major Duties and Responsibilities Include (but are not limited to):

- Coordinating unit leasing, including resident orientation, collection of appropriate security deposits and rent with Intake and Maintenance staff.
- Ensures compliance with federal regulations associated with the Project-Based Voucher Program, Low-Income housing Tax Credits, and compliance with regulations covering other rental assistance programs as assigned.
- Coordinating unit move-in, move-out, annual, special housekeeping, and yard and property inspections with Maintenance staff.
- Supervising maintenance workers including inspecting work activities to assure that all routine and emergency work orders are performed in a timely manner consistent with established procedures.
- Approving purchase orders.
- Performing annual and interim re-certifications.
- Reviewing work order processing and tenant charges.
- Supervising Assistant Housing Manager and able to perform Assistant's duties in their absence.
- Submitting transfer requests to the Director of Affordable Housing Operations and maintaining the transfer waiting list. Coordinating transfers and lease-ups with intake staff.
- Collects and receipts rent and other payments.
- Monitoring the tenant account receivables (TAR's) and taking appropriate action including mailing billing notices, counseling residents, preparing repayment agreements, and the initiation of termination of tenancy notices and unlawful detainer suits.
- Enforcing lease provisions through resident counseling, written warning letters,



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maintaining appropriate documentation in resident files, and initiating termination of tenancy notices and unlawful detainer suits.

- Assisting with meeting the goals and objectives as indicated by CHA's Annual and Five-Year Plans.
- Preparing and reviewing monthly reports on Aged Receivables, TAR's, security deposits, and the rent roll.
- Coordinating activities with Resident Services and others to meet the needs of residents.
- Tracking program budgets and expenses.
- Assisting with annual budget development.
- Attending the monthly Tenant Association meetings.
- Maintaining necessary files and documentation required by federal regulations and local policy.
- Coordinating with the Director of Affordable Housing Operations to provide training to new management staff members as directed.
- Reviewing and submitting reports to HUD as assigned.
- Performing related work as assigned by the Director of Affordable Housing Operations, Director of Housing Programs, or the Chief Executive Officer.

Other Duties which may be Assigned:

- Monitoring and providing technical assistance to various housing staff as assigned.
- Guiding and assisting in settling disputes or grievances by residents.
- Guiding and assisting in other housing management areas, including admission procedures, efficacy of unit and site maintenance, office protocol, treatment of residents, and coordination of occupancy functions from vacancy to lease up.
- Guiding and assisting the intake staff to ensure timely lease up of housing units.
- Guiding and assisting all housing management staff as needed in processes and procedures to complete their daily tasks.

Required Knowledge, Skills, and Abilities:

- Knowledge of the practices, procedures and policies of CHA and Federal regulations governing the provision and oversight of the Project-Based Voucher Program and Low-Income Housing Tax Credits.
- Exercising considerable tact, confidentiality, and judgment in working with residents and in effecting solutions to complex personal and family problems.
- Managing multiple projects in a timely and effective manner.
- Establishing and maintaining effective working relationships with superiors, associates, administrators, and the general public, as well as the ability to work with a diverse



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population, families, the elderly, and persons with disabilities.

- Able to work as part of a team, both as a leader and a follower.
- Able to provide excellent customer service to tenants, with a strong service orientation.
- Able to express oneself effectively both orally and in writing with other CHA staff, residents, and the general public.
- Preparing clear, concise, comprehensive reports and effective, accurate correspondence.
- Possessing considerable knowledge of the practices, procedures, and policies of the CHA and the federal regulations governing the provision and oversight of housing management.
- Implementing, without supervision, continuing assignments requiring material organization, report preparation, and decision making within the guidelines of policies and procedures.
- Performing mathematical computations with speed and accuracy.
- Possessing knowledge of counseling and problem-solving techniques.
- Utilizing computer hardware and software required to meet the general responsibilities of the position.

Education and Experience:

- Required: High school diploma or its equivalent.
- Preferred: Bachelor's Degree in social service, business or public administration.
- Required: Minimum of two to five years' experience in property management, preferably low- income housing management, or five years' experience and training in business or public administration, general management, accounting, or finance.

Special Requirements:

- Must be bondable and insurable.
- Must be able to obtain LIHTC management certification within one year of employment.
- Must be willing to travel overnight for a minimum of 15 days annually for training or attendance at conferences/workshops.
- Must be able to obtain and maintain a bank account for receiving direct deposit of payroll.
- Must be able to pass a pre-employment drug screening.
- Must be able to pass a pre-employment background check.

Employee Signature

Date