Project Based Housing Manager

General Definition of Work
Performs intermediate administrative work requiring the application of specialized procedural knowledge and communication skills in the planning, organizing, coordinating, supervising, managing or directing programs, procedures, practices, and related work as apparent or assigned. Work is performed under the general direction of the Assistant Housing Director. Supervision is exercised over departmental personnel.

Qualification Requirements
To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

Essential Functions

- Manages the CDA-owned and managed Project Based programs including case consultations, lease, termination review, applicant denials, attend hearings/court as needed, approve/monitor property related bills, ensures leasing and maintenance/rehab activities meet agency policy, applicable laws and regulations; monitor occupancy and oversee timely unit turnover process.

- Supervises staff, including assigning and directing work, training, inspecting work, evaluating performance, administering discipline if needed, coaching and/or counseling and developing staff schedules; ensuring adequate staff coverage for project based area and making employment action recommendations.

- Maintains and updates as necessary the waiting list(s) for Project Based programs administered by the Agency and marketing efforts for CDA-owned properties.

- Coordinates inspections for project based units; completes drive-by inspections.

- Oversees Request for Bid (IFB) or proposal (RFP) process and monitor rehabilitation projects to ensure compliance with federal, state, and local laws and regulations.

- Oversees resident events and workshops.

- Attends various meetings and conferences as needed.

- Handles calls or visits as necessary from upset or distraught clients and members of the public in a professional manner to diffuse the issue/conflict.

- Completes file reviews ensuring compliance with project based programs.

- Prepare and maintain property record database capturing capital improvements.

- Serves as primary/lead for monthly accounting updates to apply changes in participant rental portion; monitors and ensures timely collection of rent, work order charges, repayment agreements, return of security deposit and overdue accounts.
Project Based Housing Manager

- Oversees required online submissions for programs (MINC, WASS, PORT).
- Oversees CRP process and ensure timely completion by staff.
- Provides excellent client service, which is responsive, considerate, and respects confidentiality while delivering quality public services and service experiences to clients; helps to develop and maintain effective and efficient client service practices.
- Assists project based staff in troubleshooting Lindsey/Onbase issues; works with other staff to provide end user process information /recommendations on software updates/new modules, or workflows.

Knowledge, Skills and Abilities

Thorough knowledge of real estate practices as they relate to rental-subsidy tenants; thorough knowledge of the principles, procedures and practices of public and/or business administration and public housing management; through knowledge of laws, rules and regulations which pertain to the specific duties of the job; thorough knowledge of modern housing management principles and practices; thorough knowledge of the responsibilities of individuals supervised to ensure accurate and timely completion of assignments; thorough knowledge of English grammar and usage, vocabulary, spelling and punctuation; general knowledge of interviewing/counseling techniques; ability to work with diverse tenants, participants and cultures; ability to interpret and implement government policies and regulations; ability to perform mathematical operations correctly and to perceive pertinent details in verbal and tabular material; skill in identifying problems and needs of the community and developing solutions, programs or services to resolve these problems; ability to provide effective instruction and training to others; ability to use independent judgment and discretion in managing operations including handling difficult situations, maintaining standards, resolving problems, determining and implementing proper procedures, handling complaints, etc.; ability to establish and maintain effective working relationships with residents, resident organizations, governmental agencies, civic groups and other local, state and national organizations, supervisors, subordinates, and the general public.

Education and Experience

Bachelor's degree with coursework in housing or business administration, social work, or related field and considerable experience serving diverse populations in housing program administration or property rental and leasing. Equivalent combined education and experience will be considered beyond a minimum three years of rental management work experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and repetitive motions, frequently requires using hands to finger, handle or feel and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements;
Project Based Housing Manager

vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; no special hearing perception is required; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license
Landlord Tenant Law Training /Certification
Staff supervision experience