

## **Job Description**

**Title:** Public Housing Manager-La Hermosa & Magnolia Gardens

**Reports To:** Lead Public Housing Manager

**Department:** Public Housing

**FLSA Status:** Non-Exempt

**Start Date:**

### **Position Summary**

Responsible for overall management, operations, and admissions for one or more properties in the Agency's conventional public housing programs and providing regular reports on fiscal and occupancy status. The Public Housing Manager is responsible for monitoring budgets, preparing reports of activities and fiscal status, monitoring operating practices and procedures. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment System (PHAS) and other future HUD required evaluation systems. The duties listed below illustrate 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.

### **Responsibilities**

Undertakes and performs the following and all other work-related duties as assigned.

#### Property Manager

1. Ensures compliance with applicable HUD guidelines as well as federal, state, and local regulations, laws, ordinances, and the Agency's administration of programs.
2. Responds to inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.
3. Assists applicants in completion of forms and identification of required documents.
4. Reviews applications and documentation for completeness, logs applications, and accurately inputs data into computer.
5. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.
6. Ensures that all requirements for written, independent verification of information are met in an appropriate and timely manner.
7. Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.
8. Oversees the orientation and briefing process for new residents.
9. Ensures appropriate annual recertification of residents and calculation of interim adjustments and entry of data into computer database. Monitors, prepares, and distributes annual recertification and interim adjustment notices.
10. Prepares, coordinates and oversees the proper disposition of, all paperwork relating to renting or vacating housing units in accordance with established procedures.
11. Responsible for entering, submitting and maintaining resident information through electronic PIC system.

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12. Responsible for move-in/move out procedures, monitoring of service contracts, and timely response to resident service requests, ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts.
13. Performs new move-in/move-out, housekeeping, and emergency inspections, and re-inspections. Ensures UPCS Protocol adhered to in performance of REAC inspections as assigned. Preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.
14. Performs walk-by inspections, at least monthly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions. Issues citations when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.
15. Effectively handles complaints and legal matters within area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.
16. Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary; monitors compliance with *Community Service* requirement. Monitors abandoned units.
17. Takes rent payments and performs check out procedure.
18. Assists in achieving maximum rent receivable collections for all properties. Maintains Fraud list and charge offs and in conjunction with the Lead PH Manager, initiates court proceeding against tenants for nonpayment of rent.
19. Monitors, reviews and analyzes housing management data and prepares monthly, quarterly, and annual and/or other reports as required addressing occupancy, delinquency rates, and other related information in a timely manner.
20. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
21. May be responsible for purchase of office and other administrative supplies for the property in accordance with the Agency's procurement policy.
22. Schedules pest control annually and maintains and tracks keys for apartments.
23. Reviews and completes work orders to accurately charge tenants, when applicable.
24. Coordinates with Finance Department for payments on billing (e.g. maintenance, water and electric).
25. Interacts with appropriate procedures to initiate court proceedings against residents for non-payment of rent within time frame allowed by law to expedite cases; issues eviction notices when necessary.
26. Coordinates the improvement of communication and cooperation between residents and management by staying knowledgeable of, and ensuring residents are informed of, new rules, laws, regulations, etc., as interpreted by the Agency. Meets periodically with residents to outline changes and/or new directions in policies and programs.
27. Counsel's residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems. Ensures residents are appropriately notified of lease violations, eviction proceedings. Ensures referral of residents to appropriate social services personnel when indicated. Works closely with other Agency departments in coordination of efforts to ensure that residents receive available services.

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28. Responsible for deterring and preventing resident fraud and abuse through participation in the Agency's Anti-Fraud Policy, through rent review, verification of income, counseling, prosecution, etc.
29. Reviews and remains current on all relevant rules and regulations concerning appropriate Agency housing programs, as well as applicable local, state, and federal laws, regulations, codes, and Agency rules, regulations, and Admissions and Continued Occupancy Plan.

General

1. Attends relevant Agency meetings to exchange information and further the development and implementation of process and activities to exchange overall performance, effective operations and maintenance of optimum lease-up rates.
2. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.
3. Attends training as necessary to learn new skills and to review rules, regulations and policies.
4. Other responsibilities as assigned.

**Education and Experience**

Bachelor's degree in Business, Public Administration, or Social Sciences from an accredited college or university 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 education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

The following Certification(s) must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- ♦ Public Housing Manager
- ♦ Uniform Physical Condition Standards (UPCS)
- ♦ Fair Housing
- ♦ Occupancy Standards
- ♦ Enterprise Income Verification System (EIV)

**Knowledge and Skills**

1. Thorough knowledge of Agency policy and procedures as they pertain to property management and occupancy
2. Thorough knowledge of HUD rules and regulations that apply to public housing management.
3. Working knowledge of laws and standards that apply to public housing property management, such as Fair Housing Laws, and UPCS Standards.
4. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
5. Working knowledge and ability operate the Agency's computer system and applicable software.
6. Working knowledge of the agencies that provide assistance and services to residents, including knowledge of eligibility requirements.
7. Ability to maintain required records such as resident files, vacancy reports, etc.
8. Ability to read and interpret policies and guidelines in order to make sound decisions.
9. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
10. Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the

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listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed.

11. Skilled in analyzing situations in order to identify problems and offer possible solutions.
12. Ability to communicate in English and Spanish is preferred.

**Supervisory Controls**

The Public Housing Manager receives instructions primarily from the Lead Public Housing Manager and occasionally from the Executive Director. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when problems are brought to the attention of the supervisor and when the supervisor is contacted by the employee for direction. The employee's work is reviewed for accuracy and compliance with Agency policies, federal, state, and local regulations and attainment of objectives. The Public Housing Manager has no supervisory duties.

**Guidelines**

Guidelines followed by the Public Housing Manager include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity requirements. These guidelines cover most job-related situations and the employee is often required to use independent judgment in making decisions within established parameters and area of expertise. When unusual situations arise or when clarification or guidance is called for, the employee consults with the Lead Public Housing Manager or Executive Director.

**Complexity**

The employee performs related duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The course of actions is determined by the circumstances, assessment of critical issues, supervisor input, and by established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and property management issues using personal judgement based on prior experience.

Difficulty may be experienced in making final application determinations and in applying appropriate HUD and PHA criteria in situations such as counting or exempting individuals' income.

**Scope and Effect**

Public Housing Manager is a key employee in the management and operation of affordable public housing and their work affects residents, coworkers, Agency profitability, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Agency's image in the community and its ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

**Personal Contacts**

The employee's personal contacts are mostly with local officials (police, city council members, City Code Enforcement), outside service agencies, contractors, advertising contacts, social workers, other employees, and residents assisted by the Agency. The purposes of these contacts are to obtain or provide information, plan and coordinate, and to advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing. Contact often requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals, and potentially volatile situations.

**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 or stand for up to eight hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g. moving or

