

**THE GREATER GADSDEN HOUSING AUTHORITY(GGHA)**

**Job Posting**

**Selecting Officers: Greg Price, Executive Director**

**Housing Manager Position.** The regular office hours are from 7:00 am to 5:30 pm. The person selected for this position could be assigned to work in any of the six public housing developments managed by the GGHA. Some offices are only opened for a half of a day; therefore, you may be asked to report to work in the morning at one location and report to another location to work after lunch.

**Advertising Date: Friday, March 1, 2024:** Applications will be taken until the position is filled. Applications are maintained for one year in case of another vacancy. **Note: Must complete the application supplied by the GGHA (Copy Attached). Applications must be submitted to the Central Office 422 Chestnut Street Gadsden, AL 35901 or emailed to [info@ggha.org](mailto:info@ggha.org). No online service applications will be accepted.**

**Condition of Employment:** The person selected for this position will serve an Introductory Period before becoming eligible for benefits (health insurance available after completion of first full calendar month of employment). The temporary period of the employee will be a minimum of three months and a maximum of one year. This position requires a "**Certification of a Public Housing Manager and/or Multifamily Housing Manager**" within 12 months of employment. The employee will be expected to take the "Certification" test after 3 months of employment and the Housing Authority will pay for all travel, training and the test. If the employee fails the test the employee must retake the test, **at his/her own expense**, prior to the expiration of the 12-month period of employment. Note: The employee **will not** be considered for regular employment, until the required "Certification" is received by GGHA. If the employee selected does not pass the certification test on the second try or does not perform the duties satisfactorily, the employee will be **terminated** from employment. The position requires a working knowledge of **Word, Excel and basic bookkeeping skills** to properly record rent and all related transactions in the Authority's automated accounting system. Persons that meet the qualifications for the position and do not have the required "Certification", will be **given tests** to determine their computer skills, including WORD and EXCEL; bookkeeping ability and problem solving. **Persons with the required certification and those scoring the highest on the test will be given an interview.**

The person is responsible for the day-to-day activities relative to managing a public housing and/or multifamily development. The essential Job Functions are outlined in the attached job description. June and December are critical times for operations of the GGHA in addition to the first 10 days of each month when the majority of all rent is collected. Leave requests for vacation time is not normally approved during these time periods except for special circumstances.

**Minimum Qualifications:** Bachelor's degree or an equivalent combination of education and experience. Experience in property management and experience involving public contact preferred.

The information contained in the application and job experience (as indicated in the application) will be evaluated to determine if the applicant meets the minimum requirements for this position and determine best qualified. This information will be evaluated and those selected as best qualified will be contacted to take a test. Individuals that were not selected for testing will be notified, in writing. After testing, individuals will be notified, in writing, of their selection select or non-selection for an interview.

Note: All GGHA Offices are designated as non-smoking buildings!

**Salary: To be Determined**

**The GGHA is an Equal Opportunity Employer: See Application for Equal Opportunity Statement**

# Job Description

## Greater Gadsden Housing Authority

### Housing Manager

**Department:** Housing Operations                      **Level:** 18                      **Date:** 8/1/2021  
**Reports To:** Public Housing Coordinator or Director of Operations      **FLSA:** NE

#### Summary

Manage the day-to-day operation of assigned housing units occupied by families. Maintain continued occupancy by conducting inspections to ensure compliance with all applicable rules and regulations, and conducting inspections to assure that all equipment is in proper working order and that apartment is ready for occupancy. Collect rent and other payments and maintain records of same, make daily bank deposits, prepare late notices and begin eviction procedures. Counsel resident concerning a variety of matters and refer them to appropriate sources of assistance as needed. Assure that the grounds and property are properly maintained. When assigned, assist the Public Housing Coordinator with administrative and clerical duties.

#### Essential Job Functions

- A. Assure that rent payments and other charges are received and documented in accordance with established procedures, reconcile and correct reports, and prepare reports as required
1. Collect rent and other charges from residents and enter corresponding data into computer system
  2. Generate receipts of payment using computer
  3. Prepare collections for daily bank deposit
  4. Review late charges and generate late notices for residents
  5. Counsel with resident concerning delinquent payments
  6. Follow-up delinquent payments in accordance with established procedures by collecting and referring for evictions, as needed
  7. Prepare daily statement of receipts and other periodic reports as needed
  8. Determine whether residents are eligible for Earned Income Disallowance (EID) Program by verifying income for the previous 12-month period
  9. Place qualified residents on EID Program, and monitor in order to make adjustments at 12-month Intervals
  10. Generate utility reimbursements report and reconcile, monthly
  11. Calculate and reconcile account of residents who have moved
  12. Generate rent roll and reconcile records with actual, weekly
  13. Compile monthly and quarterly reports for Accounting and/or Public Housing Coordinator
  14. Maintain resident files and related documentation regarding continuing eligibility and adjustments, in accordance with established procedures
- B. Maintain a high level of continued occupancy by collecting charges timely, making appropriate adjustments, addressing resident concerns in a professional manner, and maintaining associated records
1. Communicate with residents as needed in order to determine whether a referral is needed, make appropriate suggestions regarding solutions to problems, interpret rules and regulations, etc.
  2. Conduct annual re-certification of tenants each month, by verifying such things as family composition, and income to assure continued eligibility and correctness of amount of rent
  3. Maintain tenant files and related documentation regarding continuing eligibility and adjustments
  4. Process requests for rent adjustments by verifying changes and making adjustments in accordance with established procedures
  5. Maintain records of status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
  6. Perform periodic inspections of apartments for housekeeping and maintenance needs and prepare documentation in accordance with established procedures
  7. Process utility refund check list
  8. Determine applicability of community service for each Resident 18 years of age and older and verify compliance at annual re-certification

9. During modernization, schedule transfers with residents, which involves scheduling the time, dates, payments, location and home visits, as needed, and coordinated with the appropriate Housing Authority staff
  10. Generate Enterprise Income Verification (EIV) system reports, monthly
  11. Reconcile information from the EIV reports and information reported by residents
  12. Generate and submit Ad Hoc reports and 50058s to HUD, and resolve discrepancies, monthly
  13. Generate and transmit information to HUD via PIH Information Center (PIC), and resolve discrepancies, weekly
  14. Maintain records of resident community service hours, in accordance with requirements
  15. Input debts owed into EIV system when assigned
- C. Assist residents with special problems and promote amicable tenant relations
1. Counsel residents who are not complying with the terms of the lease
  2. Counsel residents regarding criminal reports
  3. Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident initiatives coordinator, as appropriate
  4. Maintain liaison with resident initiative coordinator to assist with resident activities, address specific problems, plan meetings, or support activities as appropriate
  5. Resolve conflict and complaints among residents, if possible, in order to avoid grievances
  6. Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation
  7. Notarize documents for residents for work related purposes
  8. Maintain relationships with agencies that assist residents with payments for rent and/or utilities, in order to stay abreast of assistance that may be available to residents in need
- D. Oversee the security and maintenance of assigned properties, participate in hearings and appeals, and assist in training new staff and assist other, as required
1. Assist with security activities on assigned properties by communicating with security personnel regarding specific problems, and reporting suspicious activity
  2. Participate in hearings and appeals as needed
  3. Coordinate activities with maintenance, occupancy, and management to assure that apartments are maintained and occupied in accordance with established goals and guidelines
  4. Walk property and inspect grounds to assure that grounds are maintained in accordance with established standards
  5. Reserve the recreation building and check following rentals, in accordance with established procedures
  6. Assist with training new housing managers, as needed
  7. Assist other housing managers with re-certifications, or other tasks, as needed

### **Knowledge, Skills, and Abilities**

1. Knowledge of Authority policies and procedures, particularly as they pertain to property management
2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management in Public Housing and/or Multifamily Housing
3. Knowledge of basic office practices, procedures, and equipment
4. Knowledge of the operation of authority computer system and software
5. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements
6. Knowledge of basic English in order to communicate verbally and in writing
7. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for re-certification of residents' eligibility
8. Ability to maintain required records such as tenant files, vacancy reports, etc.
9. Ability to read and interpret policies and guidelines in order to make sound decisions
10. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility
11. Ability to use basic office equipment such as telephone, fax, copier, and computer
12. Ability to communicate verbally and in writing
13. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system
14. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public

15. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements
16. Skilled in analyzing situations in order to identify problems and offer possible solutions
17. Skilled in communicating with all types of people in a wide variety of situations

### **Minimum Qualifications**

Bachelor's degree or an equivalent combination of education and experience. Experience in property management and experience involving public contact preferred. Must obtain certification as a Public Housing and/or Multifamily Housing Manager within 12 months of employment.

- Other: Valid Driving License  
Ability to be insured under the Authority's automobile policy  
Ability to be covered under the Authority's fidelity bond

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. All job duties must be performed in accordance with the provisions of the employee handbook.