

**HOUSING AUTHORITY OF THE BOROUGH OF RED BANK
JOB DESCRIPTION**

POSITION TITLE:	Site Manager
DIVISION:	Public Housing
REPORTS TO:	Executive Director
EMPLOYMENT STATUS:	Full-time (32.5 hours per week)
FLSA STATUS:	Non-Exempt
FUNDING:	Public Housing

SUMMARY: The Red Bank Housing Authority (“Authority” or “RBHA”), a public, non-profit, federally assisted agency, provides decent, safe, and sanitary housing in a businesslike manner with concern for the quality of life for residents. The Authority's clients include low-income families, elderly, and disabled individuals.

The Public Housing Division is responsible for effectively managing 90 units owned and operated by the Authority and is responsible for the centralized screening and selection of the Authority's public housing residents. In addition, the Public Housing Division, as Managing Agent, is also responsible for the property management of a local 36-unit condominium association.

Under the direct supervision of the Executive Director, or his or her designee, the Site Manager is responsible for managing the daily operations and programs of the Authority's developments to ensure that the property remains financially viable through the effective oversight of all management, occupancy, physical maintenance, and safety functions. The incumbent will perform functions of a technical nature and routine office tasks; and does unit inspections, re-inspections, and emergency inspections on an as needed basis. This position is also responsible for the property management of a local 36-unit condominium association.

In order to perform effectively in the role of Site Manager, you must be able to:

- Demonstrate the ability to make effective, decisive, performance-driven, management decisions within a fiscally challenging environment.
- Assume a critical leadership role in a position with ever-increasing responsibilities and “24/7” demands.
- Represent the RBHA with professional integrity and sound judgment.
- Apply developed written and oral communication skills and strong knowledge of HUD rules and regulations pertaining to public housing and all applicable RBHA policies, procedures, rules and administrative practices.

NOTE: The definition for this title is for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following but are not limited to the job specifications contained herein. Additional duties or job functions may be required as deemed necessary by supervisory personnel.

- Responsible for the operational and financial health of the public housing property and monitors the site-based budget. Actively partakes in the annual budget preparation process and monitors site-based financial statements to ensure that budget versus actual figures at the end of the fiscal year have no more than 5% negative variances.
- Conducts the daily operation of the housing developments in accordance with established Authority policies and procedures and State and Federal regulations, including involvement with reexamination of current residents, interim examinations, preparation of eviction packages for court, taking and processing work orders, rental collections, and unit inspections and the enforcement of the provisions of the dwelling lease.
- Working with the Maintenance Division ensures that the Public Housing Assessment System (PHAS) or other performance standards are met, including Vacancy Number and Percentage, Rents Uncollected, Unit Turnaround, Outstanding Work Orders, Annual Inspection and Condition of Units and Tenant Account Receivables.
- Conducts new resident orientations reviewing rights and responsibilities under the Residential Lease Agreement.
- Responsible for the overall positive curb appeal and marketability of the property and coordinates with the Maintenance Department the maintenance of all facilities, buildings, and grounds to ensure compliance with UPCS. Routinely, often daily, tours the sites to inspect grounds and buildings. Must address deficiencies within a timely fashion.
- Monitors “move-out” and schedules the preparation of vacant units to ensure timely unit turnaround.
- Issues rent delinquency notices to residents in accordance with established procedures.
- Knowledge of requirements/guidelines for eligibility and procedure for applying for housing assistance.
- Oversees the site-based waiting list(s) and all necessary requirements for processing new admissions, performs new move-in orientations and prepares the associated paperwork. Conducts applicant hearings, if needed.
- Performs, conducts, and manages a participant caseload of up to ninety (90) files including new admissions, recertifications, interims, rent increases, transfer moves, repayment agreements, participant terminations, and initial eligibility, as necessary.
- Accurately verifies information collected from multiple sources based on HUD-prescribed verification procedures and according to the RBHA Admissions and Continued Occupancy Policy (ACOP).
- Ensures that all rent calculations are completed accurately and are properly supported through documentation in the Public Housing participant’s file.
- Ensures that files are maintained in the proper file order and are properly purged annually in accordance with RBHA file retention protocols.
- Properly maintains participant files and ensure participant personal identifying information is kept secure.
- Ensures that all information on the HUD form 50058 is accurate and properly supported through documentation in the public housing participant’s file and memos and certify that files are ready for any quality control measures or audit.
- Enforces the RBHA’s Residential Lease by methods ranging from educational flyers, discussions at community meetings, reminders, “notices to cease”, to the eviction process. Pursues evictions when documented evidence is provided that a family has violated RBHA’s “One Strike” Policy or other lease violations. Prepares comprehensive documentation in support of lease termination actions, attends court during eviction proceedings and frequently acts as a witness.
- Conducts all work activities in a manner that supports achievement of PHAS and/or other performance measures as required.
- Schedules recertifications and appointments with participants; interview participants.
- Notifies participants of the results of annual and interim recertifications, unit changes and lease ups, and advise them of rent changes within established HUD timeframes and requirements and RBHA policy.

- Ensures all participants are recertified timely, receive a timely UPCS annual inspection, and monitor participant moves and lease terminations.
- Conducts data entry, entering all resident move-ins, changes, mandatory moves, and rent adjustments into the Authority's software system.
- Interviews residents on an annual basis and makes interim rent determinations as requested.
- Calculates retroactive rent increases or credits where applicable; ensures rent charges are accurate; forwards necessary documents to resident.
- Schedules, notifies, and conducts briefings for new admissions, mandatory moves, and transfers as required.
- Receive and review applications/documentation to certify family eligibility and accurately verify that all information provided follows program guidelines that establish eligibility and financial assistance daily and/or as assigned.
- Accurately calculate family's gross/adjusted income, deductions, allowances, and any necessary utility reimbursement payment to the family.
- Prepares and issues mailings and documents related to housing program transactions, including HUD 50058 forms, notices of tenant rent and missing document letters.
- Performs accurate and timely data entry to maintain updated computer files pertaining to rent calculations and master files; utilizes computer programs to prepare correspondence and reports, including interview schedules, activity reports, transfer lists, etc., and reports as required.
- Answer telephone inquiries from participants and clients and return all calls and emails within 24-48 hours, or as otherwise required.
- Perform home visit appointments when required.
- Conduct informal reviews and participate in grievance hearings, as necessary.
- Submit all 50058 transactions to PIC within the required timeframes, monitor PIC errors and ensure timely correction for accurate PIC reporting.
- Monitor updates to the HUD regulations including PIH Notices and other HUD advisories and alert RBHA leadership.
- Monitor PIC and EIV reports monthly including Deceased Tenants Report, Multiple Subsidies Report, Verification Report, New Hire Report and ensure proper and timely follow up is conducted on all cases needing attention.
- Attends various workshops, meetings (including city and community) and Board of Commissioners Meetings.
- Managing timelines and deliverables.
- Maintain open communication with supervisors and colleagues through multiple media formats.

Maintains a cooperative relationship with the site's resident association; communicates regularly with resident leadership regarding RBHA policies and programs and receives and forwards resident's "feedback;" provides technical assistance and support to the resident organization. Perform all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong command over written and verbal communication.
- Excellent interpersonal and presentation skills.
- Good understanding of the organization's overall business and its objectives.
- Demonstrate knowledge of HUD rules and regulations, program procedures, forms and the ACOP.
- Ability to interpret and apply Federal, State, and local laws and regulations.
- Ability to prioritize work, meet deadlines and produce quality results on time with attention to detail.
- Proficient in using computers with related knowledge of software programs and Internet.
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public.
- Ability to be a team player and collaborate with others inside and outside of the Authority on challenging and time sensitive projects.

- Ability to work harmoniously with associates and others.
- Responsible for courteous, efficient response at all times.
- Knowledge of types of social services available in the community.
- Knowledge of problems commonly encountered by tenants, (financial, tenant-landlord) and their solutions.
- Ability to meet deadlines and work in a highly organized manner.
- Ability to interpret, analyze and use data.
- Analyze situations and adopt effective courses of actions.
- Ability to think strategically, solve problems and execute with excellence.
- Maintain skill sets necessary to meet performance standards and comply with changing administrative requirements as directed. Read PIH notices, training materials, guidance, and other public housing related publications.
- Ability to be self-reflective and willing to incorporate feedback into practice.
- Demonstrate flexibility and receptiveness to new ideas and approaches at all levels.
- Ability to read, write, speak understand and communicate in English sufficiently to perform the duties of this position. Excellent verbal and written communication skills.
- Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.
- Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.
- Proficiency in Microsoft Office products, Google products and data dashboards.

ROUTINE PERFORMANCE GOALS:

- Complete 100% of required annual unit and system inspections with appropriate follow-up actions, in compliance with HUD's Uniform Physical Condition Standards (UPCS).
- Coordinate with Maintenance Division to ensure the abatement or correction of 100% of emergency work orders within 24 hours.
- Coordinate with Maintenance Division to ensure that the properties receive a score of 70 or above as a result of the independent REAC inspection.
- Takes all appropriate action to limit the number of vacancies to less than 5% and total unit turnaround time to no more than 20 days.
- Coordinate with the Maintenance Division to ensure that routine work orders completed on average in 20 days.
- Effectively enforces RBHA's Rent Collection Policy and ensures that at least 95% of monthly rents charged are collected from residents.
- Effectively process all tenant charges for work orders resulting from damages and non-wear and tear repairs. This includes move out damages.
- Takes steps to ensure that 100% of required annual re-examinations are completed on time.
- Actively pursues evictions when documented evidence is available that a family has violated the RBHA Residential Lease Agreement and the Authority's One Strike and You're Out Policy.
- Routinely produces clear, accurate, timely, and informative monthly management and financial reports.
- Selects and assigns units to new residents in compliance with all RBHA and HUD rules and regulations.
- Maintains complete and accurate applicant and resident files that are in compliance with all HUD and ACOP requirements.

MINIMUM QUALIFICATIONS: The minimum educational qualification required to be a Site Manager is a High School graduate or possession of a GED. An Associate degree in management, public administration, social work, or related field, is preferred, and a minimum of five (5) years of experience in property management or housing program administration. An equivalent combination of education and experience may be considered.

- Must possess at least one (1) of the following four (4) certifications when hired or promoted and must possess at least two (2) certifications within twelve (12) months of placement. Failure to possess both certifications after 1 year in the position may result in termination:
 - PH Occupancy Certification
 - PH Rent Calculation Certification
 - PH Management Certification
 - UPCS Inspector Certification

- Working knowledge of applicable HUD rules and regulations and RBHA policies.

SPECIAL REQUIREMENTS: An acceptable general background check to include a local and state criminal history check. Must possess a valid driver’s license with an acceptable driving record and have daily access to an automobile. Must be available to work some evenings and weekends as required.

SUPERVISORY RESPONSIBILITIES: None

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed and involved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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. To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds or more.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In addition to the standard office environment, this position may work on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors.

NEW JERSEY RESIDENCY LAW: Pursuant to “*New Jersey First Act*,” N.J.S.A. 52:14-7 (P.L. 2011, Chapter 70), effective September 1, 2011, all newly hired employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after the date of hire to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment.

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.

I, _____ have read the above job description for my position, I fully understand the contents, and I shall perform these duties to the best of my ability.

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____