



HOUSING AUTHORITY

of the City of Beaumont, Texas

JOB DESCRIPTION

JOB TITLE	Site Manager	Date of Last Modification	08/2015
Department	Property Services		
Reports To	Area Manager		
Supervises	Assigned office and maintenance staff		
Salary Range			

Work Schedule	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part-Time
Status	<input checked="" type="checkbox"/> Regular Position	<input type="checkbox"/> Temporary Position
Wage and Hour Laws Status	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
Union Status	<input type="checkbox"/> Union	<input checked="" type="checkbox"/> Non-Union

GENERAL SUMMARY: *Summary of major reasons job exists.*

This position manages site operations at assigned HUD Public Housing, HUD Multifamily Housing and/or non-HUD rental properties. This employee is responsible for all activities to ensure that assigned properties are operated in an efficient, cost effective manner while providing high quality, well maintained housing to residents. May perform work in various locations as needed and assigned. Evening, on call and weekend work may occasionally be required.

DUTIES AND RESPONSIBILITIES: *Majority of duties performed. Not meant to be all-inclusive or to prevent other duties from being assigned.*

1. Supervises, coordinates and assigns work of support and maintenance staff to ensure timely placement of new residents; optimal vacant unit turn around; optimal vacancy rate; timely completed work orders and inspections; optimal collection of accounts receivable; and completion of other related documents or tasks for the Authority.
2. Ensures that all tenants are timely in payment of rent, maintenance charges and other charges. Enforces repayment agreements. Investigates allegation of lease violations and indications of fraud. Meets with residents regarding possible violations, and takes or recommends corrective actions. Enforces this and all other terms of lease agreement. Establishes and maintains positive resident relations through regular on-site office hours, resident meetings and timely response to resident requests or issues.

3. Processes eviction proceedings; prepares documentation and participates in settlement discussions and grievance hearings; participates in court proceedings, as required.
4. Shows unit, provides information and answers questions about lease agreements; explains Authority and HUD rules, policies and procedures to residents. Informs residents of program obligations. Serves as liaison between residents and Authority.
5. Advises residents regarding social and economic problems; maintains contacts with community social service agencies; refers residents to Family Self Sufficiency (FSS) Program or other resources.
6. Using established unit and preventive maintenance guidelines, conducts unit inspections annually and as needed; documents condition of unit. Advises residents of unit maintenance needs identified from inspections or complaints; conducts follow-up on inspections as needed.
7. Provides ongoing analysis of buildings, common areas and grounds deficiencies and recommends corrective action. Addresses hazardous conditions, unsafe work practices, and accidents or injuries and, as appropriate, reports to the Human Resource Administrator. Assists in development, implementation and ongoing management of Emergency Plan.
8. Monitors and manages vacant unit cleaning, common areas cleaning, pest control, grounds keeping and all other service contracts for compliance with contractual requirements. Approves payments of completed work and reports any serious deficiencies to the Construction Coordinator. Requests and approves purchase orders according to Authority policies.
9. Recommends and assists Area Manager in conducting appropriate trainings and staff development activities. Establishes performance standards, manages performance, and evaluates employees. Motivates employees and resolves conflicts. Recommends and administers discipline. Handles sensitive personnel matters.
10. Performs a wide variety of general administrative work including organizing, compiling and recording a variety of data; prepares various reports on operations and appropriate records and files; coordinates information with other staff members regarding resident activities.
11. Prepares, analyzes and submits reports, documenting vacancy turn around and vacancy rates, work order completion time, accounts receivable, unit and site costs and any other reports requested to statistically support the physical and financial health of the complex or to comply with HUD policy.
12. Visually survey the property buildings, grounds and area for cleanness and general maintenance providing a healthy atmosphere for tenants and the community.
13. Analyze need(s) for services and programs by residents.
14. Performs other duties as assigned.

SKILL SET REQUIREMENTS: *Knowledge, skills, and abilities normally required for competent performance in the job.*

Education/Experience: Associates degree with major coursework in Business Administration, Public Administration, or a related field. Additional specialized training in low-income or affordable housing programs, rental property management or social services is desirable. Three (3) years of progressively responsible experience with a public housing agency or in the property management field. Experience as a supervisor.

Public Housing Management Certificate required within one year of appointment.

Completion of HUD's Housing Quality Standards or REAC training required within one year of appointment.

Preferred Skills/Qualifications:

1. Knowledge of Authority operating policies and procedures; principles, practices and techniques of public housing management; HUD regulations pertaining to low-rent housing; services available through local social service agencies.
2. Knowledge of modern principles, practices and techniques for budgeting and accounting.
3. Ability to meet and deal with the public and establish and maintain effective and courteous working relationships with other employees, residents and persons outside the Authority.
4. Ability to communicate clearly and concisely, both orally and in writing.
5. Strong computer skills.
6. Ability to make decisions, exhibit sound and accurate judgment and make timely decisions.
7. Strong organizational skills and ability to manage multiple priorities.
8. Ability to work with diverse populations.
9. Bondable.
10. Have a valid Texas driver's license.
11. Eligible for coverage under Authority fleet insurance.

SUPERVISION GIVEN AND RECEIVED

The employee receives direction and guidance from the Area Manager and/or the Director of Housing Programs.

The employee supervises all office and maintenance staff.

COMPLEXITY/SCOPE AND EFFECT

The employee performs routine duties by established Authority policies and procedures and other guidelines such as HUD regulations. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

The employee's work affects all public housing residents. Accomplishment of tasks by the employee effectively and efficiently enhances the Authority's ability to provide affordable housing that is decent, safe and sanitary.

PERSONAL CONTACT

The employee's personal contacts are with residents, other employees and with outside sources. The purpose of such contacts is to (1) give, obtain or clarify information; (2) resolve problems; and (3) provide assistance to residents and other Authority personnel. Conditions under which contact occur can range from normal to stressful in an emergency situation.

PHYSICAL DEMANDS

Work is performed in-office and on-site, and involves some physical exertion during visits and inspection of units and developments. Work may entail travel to meetings, conferences, and workshops in other cities. The employee is subject to call after normal working hours in the event of illness, accident, disturbance, police-related activity or death. Attendance at recreational activities or resident council meetings after normal working hours is sometimes necessary.

WORK ENVIRONMENT

Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, inspections of structures and confrontations with applicants and residents.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.