

NOTICE OF EMPLOYMENT OPPORTUNITY

July 20, 2022

Housing Manager I (Two Positions)

**Pay Grade 104
Entry Level Hourly Rate
\$17.48**

**THIS POSTING IS OPEN TO CKHA STAFF AND THE
GENERAL PUBLIC UNTIL THE POSITIONS ARE FILLED**

**Call Mark Taylor at 304/348-6451, ext. 322,
or Kim Casey at 304/348-6451, ext. 326,
or visit ckha.com/jobs.htm to view the full job description and
download and print an Application for Employment**



JOB DESCRIPTION

POSITION TITLE:	Housing Manager I	FLSA STATUS:	Exempt
DEPARTMENT:	03-Housing Management	PAY GRADE:	104
REPORTS TO:	Director of Housing Management	REVISED DATE:	08/27/2021

POSITION SUMMARY

Under direction of the Director of Housing Management, provide daily property management of Public Housing and locally-owned housing residences for Charleston-Kanawha Housing Authority (CKHA). Personally perform duties related to tenant relations and property management; conduct re-examinations, inspections, and other related work as required; assign work to and review the work of Housing Management Assistants when they provide assistance to housing management activities.

ESSENTIAL FUNCTIONS

The following represents principal responsibilities of the position; however, they are not intended to be all inclusive. CKHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

- Responsible for all management functions for one or more assigned properties. Must demonstrate a clear understanding of work and exhibit ability to learn and apply new skills and perform duties in compliance with CKHA, Housing and Urban Development (HUD), federal, state and local regulations and policies.
- Promptly lease vacant units to maintain 97% or higher occupancy rate at all times. Lease units within prescribed time frames by contacting applicants and pre-leasing units where possible to avoid down time between maintenance completion and lease-up. Promptly notify Maintenance department of upcoming vacancies by completing and submitting an Intent to Move form.
- Finalize application process and prepares Lease Agreement. Conduct a thorough orientation with new residents explaining CKHA's Admission and Occupancy Policy and Lease Agreement requirements and expectations. Conduct move-in inspection with resident and thoroughly document condition of unit at the time of move-in. Prepare resident ID cards for every family member at the time of move-in.
- Collect all rents and applicable charges to residents in accordance with applicable regulations. Maintain Tenant Accounts Receivable (TARs) at 98% or higher. Work with and encourage residents to pay rents and other charges in a timely fashion. Pursue legal action for accounts in excess of 30 days delinquent.
- Accurately balance accounts and monthly rent rolls with Finance and Administration Department. Review account detail and reconcile monthly. Finalize and reconcile account balances at the time of move-out returning security deposits and credit balances in accordance with policies and procedures and report unpaid sums to the Director of Housing Management for future action.
- Conduct annual recertification to determine eligibility for continued occupancy for all residents. Verify household member income and asset information. Obtain third party income and asset verifications. Calculate rent in accordance with HUD regulations and notify resident of changes in accordance with established policies and procedures.

- Complete interim rent increases or reductions in accordance with established policies and procedures. Obtain third party income verifications and calculate rent in accordance with HUD regulations. Notify resident of changes in accordance with established policies and procedures.
- Monitor and enforce all requirements and expectations of the Lease Agreement. Perform unit inspections no less than annually. Monitor extermination reports and follow-up to resolve problem areas. Work with and encourage residents to maintain acceptable housekeeping standards. Issue lease violations for all lease infractions. Meet with residents to discuss lease violation issues and provide assistance for resolution. Photograph and/or videotape damages to property by residents, family members and/or guests and severe housekeeping problems. Maintain on file and of record. Coordinate and monitor security issues with appropriate police and security personnel. Pursue legal action for repetitive lease infractions.
- Maintain accurate records for unit and resident files including proper documentation for move-ins, move-outs, re-certifications, rent changes, inspections, and HUD Form-50058 in compliance with all applicable HUD regulations and CKHA policies and procedures.
- Responsible for overall quality of management and image of development; perform regular inspections of grounds and property to assure good curb appeal and work with on-site and maintenance supervision to resolve problems.
- Promote resident satisfaction, resolve conflicts and respond to all resident complaints, inquiries and problems. Exercise tact and courtesy when dealing with residents, applicants, staff and the general public.
- Attend the applicant orientation and vacancy meeting.
- Enthusiastically promotes the Chief Executive Officer (CEO)'s priorities for the operations of CKHA.
- Maintain the utmost confidentiality of all clientele information.
- Understand and follow directions.
- Keep work area neat and clean in appearance.
- Regular attendance and punctuality are required.
- Perform other duties as assigned.

WORK PLACE CONDUCT

CKHA's goal is to develop a friendly, confident work environment. A good working relationship between co-workers, supervisors, and management is an important element in the success of everyone's career. As a result, CKHA expects employees to be respectful of their co-workers, supervisors, managers, customers, clients, and vendors. Employees are expected to perform their work in a professional and accurate manner. The responsibility for ethical behavior rests with the individuals who work for the Housing Authority. CKHA's reputation is built upon the acts of each employee. As a result, we expect our employees to be:

- Accurate in their communications, never misrepresenting the facts or shading the truth.
- Honest in promising what can be delivered and dependable in following through on work commitments.
- Display a positive image at all times.

QUALIFICATIONS

Education/Knowledge/Licensure: Requires a high school diploma or equivalent. College or vocational training in related field is preferred. Knowledge of office practices, procedures, and office equipment. Requires a valid West Virginia driver's license.

Skills: Must be proficient in Microsoft Operating System as well as Microsoft Office applications (Microsoft Word and Excel). Requires strong skills in organization, concentration, time management, initiative, interviewing, negotiation, customer service, and attention to detail. Ability to work independently. Must be able to deal with frequent interruptions. Ability to deal effectively with people of diverse ages, economic and cultural backgrounds or possess the ability to successfully work with a variety of populations.

Experience: Experience in property management preferred. Some experience in one or more of the fields of education, social service work or public relations; preferably in responsible supervisory positions requiring extensive public contacts.

The knowledge, skills, and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills, and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Required Special Qualifications: Successfully complete a Public Housing Management (PHM) certification training course within the first year of employment (at the employer's expense and subject to funding availability).

WORKING CONDITIONS

Environmental Conditions: Work is generally performed within an office environment, with standard office equipment. Work is generally sedentary in nature but may require standing and walking. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. In some cases, duties will require performing minor physical activity for the maintenance of the agency master archive file system or distributing agency literature or tenant notices, which takes place in an inside and outside environment.

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.

While performing the duties of this job, the employee will spend long hours sitting, using office equipment, and computers. The employee is required to read, write, hear, and communicate fluently in English. The employee is occasionally required to stand; walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Hazards: Work involves frequent contact with angry, upset, or frustrated individuals.

**CKHA is an Equal Opportunity Employer
Drug Free Workplace**

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