

# HUNTSVILLE HOUSING AUTHORITY

200 WASHINGTON STREET (35801)  
P. O. BOX 486  
HUNTSVILLE, ALABAMA 35804-0486  
(256) 539-0774

## **NEW JOB OPENING NOTICE** **MARCH 1, 2018**

- 1) POSITION TITLE: Community Manager – Public Housing/Tax Credit (Exempt)
- 2) NORMAL HOURS: 7:00 a.m. until 5:30 p.m., or  
8:00 a.m. until 6:30 p.m.  
Monday through Thursday (Fridays off)
- 3) MINIMUM SALARY: \$1,866.40 biweekly, which is  
\$48,526.40 annualized
- 4) RESPONSIBILITIES: (See Attached)
- 5) QUALIFIED PERSONS INTERESTED: **Qualified** employees should submit an Internal Application Form to the Human Resources Department. The form can be obtained from Human Resources.

**Qualified** external applicants can obtain a position description and application from our website, [www.hsvhousing.org](http://www.hsvhousing.org), or at 200 Washington Street. **Qualified candidates should submit a cover letter, application, resume, and professional references. Resumes will only be accepted with a completed application.**

**Position will remain open until filled.**

HUNTSVILLE HOUSING AUTHORITY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF RACE, COLOR, RELIGION, SEX (INCLUDING PREGNANCY), NATIONAL ORIGIN, AGE (40 OR OLDER), DISABILITY, OR GENETIC INFORMATION.

## **COMMUNITY MANAGER – PUBLIC HOUSING/TAX CREDIT**

The fundamental reason this classification exists is to manage the HUD-regulated public housing complexes within the Huntsville Housing Authority (HHA). This position reports to the Director of Housing Operations and is responsible for various duties relative to housing occupancy, rent determination and collection, resident relations, and office procedures for the Housing Authority's developments. The Community Manager – Public Housing/Tax Credit is also responsible for monitoring two of HHA's tax credit properties, Chestnut Glen and Legacy Hill, for regulatory and tenant file compliance in accordance with the guidance from the Alabama Housing Finance Authority (AHFA), including reviewing tenant files, qualified lease-ups, monitoring reports, and regulatory documents to achieve and maintain full compliance with the Low-Income Housing Tax Credit (LIHTC) regulations and other applicable programs, as well as Fair Housing.

A Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Social Work, or a closely related field; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities. At least one year's experience in the property management industry, of which at least six months must have been with tax credit properties.

One year of supervisory experience.

Minimum salary is \$48,526.40, with excellent benefits.

For a complete position description and application, please visit our website at

[www.hsvhousing.org](http://www.hsvhousing.org), or obtain an application from 200 Washington Street. **Qualified candidates should submit a cover letter, application, resume, and professional references, to: Human Resources Department, Huntsville Housing Authority, 200 Washington Street (35801), P. O. Box 486, Huntsville, Alabama 35804. NO CALLS PLEASE.**

**Drug/Alcohol/Smoke-Free Workplace**

**Position will remain open until filled.**

**EEO Employer.**

# HUNTSVILLE HOUSING AUTHORITY

## JOB DESCRIPTION

**Position Title:** Community Manager – Public Housing/Tax Credit  
**Department:** Housing Operations  
**Grade:** 31  
**FLSA:** Exempt

**POSITION SUMMARY:** The fundamental reason this classification exists is to manage the HUD-regulated public housing complexes within the Huntsville Housing Authority (HHA). This position reports to the Director of Housing Operations and is responsible for various duties relative to housing occupancy, rent determination and collection, resident relations, and office procedures for the Housing Authority's developments. The Community Manager – Public Housing/Tax Credit is also responsible for monitoring two of HHA's tax credit properties, Chestnut Glen and Legacy Hill, for regulatory and tenant file compliance in accordance with the guidance from the Alabama Housing Finance Authority (AHFA), including reviewing tenant files, qualified lease-ups, monitoring reports, and regulatory documents to achieve and maintain full compliance with the Low-Income Housing Tax Credit (LIHTC) regulations and other applicable programs, as well as Fair Housing.

**ESSENTIAL FUNCTIONS:** *(All duties listed may not be included in any one position nor does the list include all tasks found in a position of this class.)*

1. Collects rent payments and other charges from residents in the form of money orders and checks and prepares necessary forms using a computer, calculator, receipt, deposit tickets, and various forms and documents, following departmental procedures and guidelines and HUD regulations in order to ensure compliance with established guidelines.
  - Writes receipts for rent payments and other charges in accordance with lease agreement.
  - Accepts payments and completes Tenant Cash Collection Summary in order to balance cash receipts on a daily basis.
  - Prepares daily bank deposits of funds collected, to include preparing deposit slips and making copies for office records.
  - Deposits funds in the bank daily.

**Position Title:**

**Community Manager – Public Housing/Tax Credit**

**ESSENTIAL FUNCTIONS (Continued):**

- Counsels residents delinquent in paying rent and service charges in an attempt to secure overdue rents and charges to minimize Tenant Account Receivables (TARs) and collection losses before eviction procedures begin.
  - Performs the annual reexaminations for continued occupancy and activities related to the annual reexamination of rent and interim rent adjustments, including verification of resident-supplied data, recalculation of net income and rent, etc.
  - Submits requests for goods and services within the established budget.
  - Conducts or oversees the inventory of all property.
  - Analyzes and reviews monthly and/or quarterly financial statements.
  - Ensures timely completion and processing of payroll records.
  - Assists in developing the budgets for project-based accounting and responsible for maintaining the budgets in a manner capable of generating information to meet HUD and HHA reporting requirements.
  - Maximizes rental income while minimizing expenses through financial planning and controls.
2. Performs receptionist functions to include answering telephone, providing assistance to residents and the public using a telephone and computer, following departmental rules, regulations, and guidelines in order to assist the public with issues related to public housing and the LIHTC Program.
- Answers questions from residents and others regarding LIHTC and public housing policies and procedures.
  - Makes referrals to maintenance workers regarding needs of residents, such as, assistance for household, utility, medical, and repairs for apartments.
  - Processes incoming/outgoing mail.
  - Monitors landlord-tenant relations and mediates disputes when necessary; collaborates with Resident Services to provide residents referrals to appropriate agencies.

**Position Title:**

**Community Manager – Public Housing/Tax Credit**

**ESSENTIAL FUNCTIONS (Continued):**

3. Prepares and maintains all active and inactive files following Huntsville Housing Authority, LIHTC, and HUD requirements and guidelines regarding public housing dwelling lease in order to ensure security and timely access to documents.
  - Prepares resident files for various transactions such as, new resident, reexamination, transfer, reevaluation, redetermination, and internal evaluation.
  - Receives files on new residents or transfers and prepares all documents for resident signatures.
  - Maintains office supply inventory and orders supplies as needed, such as, forms, paper, pens, envelopes, and other office supplies.
  - Collects data for various reports, verifies information, and prepares reports such as Tenant Adjustment Report, Cash Summary Reports, move-in and move-out reports.
  - Responsible for the maintenance of Tenant Account Receivables (TARs) at or below 1.5%.
  - Processes all income verifications and prepares tax credit eligibility calculations in a timely manner.
  - Achieves financial solvency through cost reduction and implementing systems to achieve 0% rent delinquency; utilizes selection and retention strategies to maintain 100% occupancy level.
  
4. Processes rental applications and completes applications for continuing eligibility to include new applications, reexaminations, redeterminations, and internal evaluations using a computer, lease, forms, resident notices, and various forms following departmental rules, regulations and guidelines, LIHTC and HUD guidelines in order to obtain and process current and updated information of residents and ensure compliance with Huntsville Housing Authority, HUD, and LIHTC guidelines.
  - Screens prospective new residents.
  - Executes marketing and advertising campaigns for apartment leasing and coordinates leasing events such as open houses, realtor tours, and resident promotional activities; and leads tours of property, showing vacant units and marketing property amenities as needed.

**Position Title: Community Manager – Public Housing/Tax Credit**

**ESSENTIAL FUNCTIONS (Continued):**

- Obtains verification of income, child care, household members, medical expenses, employment history, and all documents needed to verify current status of residents in order to ensure terms of lease are met.
  - Types leases, forms, letters, resident notices, and reports in order to update and maintain all transactions of resident files.
  - Conducts orientation for new residents to explain lease agreement, rent collection policy, maintenance of property, utilities, and HHA rules and regulations.
  - Notifies residents by sending notices of annual reexamination date prior to lease expiration date.
  - Conducts review of all files, in preparation for annual, State, and/or other partner audits; attends all audits and works cooperatively with all auditors to make any corrections needed in a timely manner.
  - Computes rent and subsidy payments according to established formula and HUD regulations.
  - Initiates eviction proceedings as needed.
5. Supervises sites' maintenance employee(s), processes employee concerns and problems, directs work, and disciplines following personnel rules and regulations and departmental policies and procedures in order to ensure the goals and objectives are carried out according to organizational standards and procedures.
- Adjusts work schedules to cover absences and/or meet division needs.
  - Monitors quality of work, identifies problems, and recommends corrective action.
  - Recommends and/or initiates disciplinary actions according to applicable departmental policies and procedures.
6. Oversees buildings, grounds maintenance, and the security of the properties following departmental guidelines and regulations in order to ensure facilities, grounds, and units are properly maintained.
- Inspects apartments as needed to include move-ins and move-outs.
  - Takes work orders from residents and assigns to maintenance crew or contacts maintenance contractors.

**Position Title:**                      **Community Manager – Public Housing/Tax Credit**

**ESSENTIAL FUNCTIONS (Continued):**

- Follows up with resident to ensure that work was completed.
  - Ensures that maintenance employees are on-call to handle emergency repairs.
  - Acts and makes decisions.
  - Notifies resident of payment for work order repairs due to resident neglect or damage.
7. Manages tenant file reviews to ensure compliance during the initial qualification process, as well as throughout the compliance period as required and regulated under Section 42 of the Internal Revenue Code.
  8. Works closely with HHA staff to resolve potential issues of non-compliance as identified throughout the audit.
  9. Reviews sample of files on identified portfolio for continuing program compliance.

**OTHER RESPONSIBILITIES:**

1. Promotes Resident Council meetings and activities necessary for conducting resident business.
2. Performs other work-related duties as assigned.

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

1. A Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Social Work, or a closely related field; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities.
2. At least one year of experience in the property management industry, of which at least six months must have been with tax credit properties.
3. Certification in tax credit compliance preferred. Tax Credit Compliance Systems (TaCCs), Certified Credit Compliance Professional (C3P), Housing Credit Certified Professional (HCCP), or Tax Credit Specialist (TCS) accepted. If lacking certification, then the HCCP exam must be passed within six months of assuming this position.

**Position Title:** Community Manager – Public Housing/Tax Credit

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED (Continued):**

4. Knowledge of standard office practices and procedures, to include, typing, filing, greeting visitors, and answering the telephone as needed to support the general functions of the housing communities.
5. Knowledge of Huntsville Housing Authority policies and procedures as needed to respond to inquiries from employees, residents, and the public regarding public housing dwelling lease.
6. One year of supervisory experience.
7. Knowledge of HUD requirements and guidelines established for public housing leasing as needed in order to ensure that residents meet eligibility requirements.
8. Knowledge of the English language, including standard grammar, syntax, spelling, punctuation, and composition.
9. Knowledge of federal, state, and local laws, regulations, and policies and practices related to the management of rental housing, to include legal procedures for evictions as needed to perform duties.
10. Knowledge of records management to include standard filing systems, records storage and retention procedures, and privacy issues as needed to maintain various types of records and documents.
11. Knowledge of standard office supplies and equipment to include knowing quantity and quality of supplies and the functions and capabilities of office equipment, as needed to meet operational needs.
12. Knowledge of the restrictions and proprietary standards regarding discussion of organizational operations, plans, problems, or relationships with other organizations.
13. Knowledge of procedures used to credit or debit accounts based on activity in area of responsibility.
14. Knowledge of procedures used to calculate principle, interest, taxes, fees, discount, and payment schedules.
15. Knowledge of standard bookkeeping and accounting principles and procedures.
16. Knowledge of employee medical insurance policies, retirement plan coverage, and other employee benefits, services, and policies.



**Position Title:**

**Community Manager – Public Housing/Tax Credit**

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED (Continued):**

17. Knowledge of required forms for obtaining and processing applicant or employee information.
18. Knowledge of provisions or organizational policies regarding wage and salary administration.
19. Knowledge of policies and regulations concerning the collection, recording, and dissemination of personnel data.
20. Skill in oral communication to include clarity, accuracy, conciseness, communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.
21. Skill in written communications to include clarity, sentence structure, spelling, basic grammar, logical ordering of information and ideas as needed to complete documentation, prepare work orders, prepare and complete forms, letters, and notices.
22. Skill in the use of a personal computer to include keyboard layout, function keys, passwords, sign on/off procedures, how to access and use software and menus as needed to enter and retrieve data.
23. Skill in reading at a level to include comprehending and interpreting complex materials such as AHFA and HUD guidelines and regulations and various forms as needed to ensure compliance with AHFA and HUD regulations and provide information to others.
24. Skill in accurately making cash transactions to include making change for cash payments.
25. Ability to interview clients and ascertain pertinent facts and information as needed to verify resident's compliance with the public housing dwelling lease.
26. Ability to assign and direct the work of other employees, to include monitoring and reviewing work, setting priorities of work, enforcing and explaining policies and procedures as needed to ensure work is being performed correctly and in a timely manner.
27. Ability to read and comprehend rules and regulations and to apply them correctly.
28. Ability to make mathematical computations to include addition, subtraction, multiplication, division, and calculate percentages as needed to count money, calculate rent, and other charges.

**Position Title:**

**Community Manager – Public Housing/Tax Credit**

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED (Continued):**

29. Ability to operate standard office machines including an electronic calculator, typewriter and computer terminal or personal computer.
30. Ability to handle multiple tasks to include being interrupted and returning to the original tasks as needed to greet visitors, answer the telephone and complete work assignments.
31. Ability to identify, accommodate, and adapt to the conditions and circumstances of the work, organization, and relationships with other people as needed to carry out the mission and purpose of the organization.
32. Ability to type at a working rate of speed as needed to enter data, type correspondence, and complete forms and documents.
33. Ability to accurately recognize and recall a series of numbers and transfer to other forms (e.g., telephone numbers and account numbers).
34. Ability to transcribe numerical information from one document to another.
35. Ability to detect errors or discrepancies in the entry of records, posting data, or other log entries.
36. Ability to use a variety of sources to research information to complete a project or file.
37. Ability to tactfully answer residents' or employees' questions, suggestions, or complaints.
38. Ability to maintain an appearance of calmness or composure in dealing with unsatisfied or angry individuals or associates.
39. Ability to read detailed instructions, such as maintenance manuals, equipment information, or trade textbooks in order to troubleshoot/service/repair equipment.
40. Ability to convey information in a concise fashion without loss of necessary detail.
41. Ability to physically inspect and/or show the property in its entirety, which can require walking long distances and climbing stairs. May also frequently stand for long periods at a time. Ability to withstand all weather conditions. Requires the ability to handle on-call, after-hour emergencies.
42. Must possess and maintain a valid driver's license, possess and maintain a good driving record, and must be insurable by the Housing Authority's vehicle insurance policy. Must be bondable and insurable by the insurance carrier of the Huntsville Housing Authority.

**Position Title:**                    **Community Manager – Public Housing/Tax Credit**

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED (Continued):**

43.    Must possess a Public Housing Manager Certification or must obtain certification within one year of hire date.
44.    Certification from the Institute of Real Estate Management (IREM) is preferred.
45.    Must complete Fair Housing training annually and demonstrate proficiency in Fair Housing laws and requirements through successful passage of Fair Housing exam required by Director of Housing Operations.
46.    Must complete Sexual Harassment training annually and demonstrate proficiency in Sexual Harassment laws and requirement through successful passage of Sexual Harassment exam required by Director of Housing Operations.