

Reviewed & Approved

Dept. Director/Date M. Winst 3/15/12  
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 HR/Date M. Mc Muray 3-21-12

## CLASS SPECIFICATION

<b>Class Title:</b>	Assistant Resident Services Manager	<b>Position Title:</b>	Assistant Resident Services Manager
<b>Accountable To:</b>	Housing Manager	<b>Department:</b>	Resident Services
<b>Band:</b> C	<b>Grade:</b> 4	<b>Subgrade:</b> 2	<b>FLSA Status:</b> Exempt

**Class Summary:** This is an entry-level professional property management classification where incumbents are responsible for maintaining and managing operations in housing developments/buildings to include hi-rises and family units.

**Distinguishing Characteristics:** The Assistant Housing Manager is the first level of a three level housing manager series and is distinguished from the Housing Manager which is responsible for supervising other staff and their units and for maintaining and managing their own hi-rises or family units.

**Position Summary:** Incumbents are responsible for performing property management duties to include lease enforcement; and maintaining all required records and reports.

Duty:	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
1. Performs property management duties in hi-rises, family developments, and scattered site properties to maximize occupancy rates and resident satisfaction, and to control expenses to the extent possible to include: performing property management activities such as re-renting vacant units as quickly as possible, including working with vacating residents to minimize need for cleaning and repair after vacate,	25%	Yes	A. Annually completes inspections of 100% of all units and common areas assigned to meet PHA housekeeping and resident maintenance standards and safety regulations. B. Assures that 85% of annual inspections pass without follow-up and that 85% of follow-up inspections pass without initiation of termination procedures. C. Conducts regular checks of area or building managed; and promptly follows-	

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<p>conducting vacate inspections, providing positive marketing emphasis to prospective tenants, promptly conducting lease signing with new residents, and facilitating prompt processing of transferring residents into new units, explaining rent calculations, negotiating security deposits, signing leases, performing inspections on units and grounds and necessary follow up actions with residents to maintain property, responding to changes in household income and composition, initiating resident transfers and requesting repairs for units. Responds to building and community emergencies, recommending capital improvements. Market vacant units to applicants offered units by rental staff. Maintains compliance with PHA, HUD and Fair Housing regulations in day-to-day management of assigned areas. Makes appropriate referrals to Human Services staff to assist residents in meeting needs and resolving crises.</p>			<p>up on adverse conditions, unusual activity, or unsafe or unsightly conditions.</p> <p>D. Conducts monthly grounds inspections in congregate developments, Community Centers and hi-rises. Completes drive-by inspections in scattered sites five times per year in May, July, September, December and March. Documents actions needed, the department responsible, follows-up on all Resident Services concerns.</p> <p>E. Conducts housekeeping inspection within 60 days of offer of a transfer for occupancy or hardship reasons. Follows-up to ensure passing conditions before transfer.</p> <p>F. Receives no more than four negative notations per month on monthly grounds inspections conducted by Department Directors for each development.</p> <p>G. Responds to all resident complaints within five working days of receipt of the complaint.</p> <p>H. When scheduled for "on call" after-hours management related emergencies, responds with set guidelines.</p> <p>I. If assigned, reviews work orders generated by Monthly Management Report and contacts 10% of residents to assure that work has been completed appropriately.</p> <p>J. Appropriately assesses need for Human Services Coordinator intervention and makes referrals within two working days of</p>	

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			<p>becoming aware of the need.</p> <p>K. Assures that hardship transfer requests are evaluated and recommendations made and forwarded to Rental Administrator within 10 working days of the request.</p> <p>L. Completes vacate inspections and turns vacant units over to Maintenance within an average of three working days from date of possession for family developments and scattered sites; within an average of one working day from date of possession for hi-rises.</p> <p>M. Reviews files of applicants assigned to units; contacts and meets applicant for unit viewing, completes property checklist, lease review, explanation of rent computation and payment procedures, negotiation of security deposit payment, rent start and occupancy dates as appropriate. Conducts lease signing within an average of three working days from date of applicant file receipt.</p> <p>N. Minimizes number of applicant unit refusals by marketing unit and services available in a manner that ensures at least 90% acceptance rate for unit offers.</p> <p>O. Returns applicant files to the Rental Office on unit refusals or failure to contact applicant within five working days of receipt of file. Documents file to indicate that reasonable efforts were made to contact applicant and achieve acceptance of the unit.</p>	

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			<p>P. Assists Housing Manager to prepare and prioritize occupancy transfer lists and offer unit to eligible resident, contacts resident to view unit, completes property condition checklist, reviews the new lease for signing and explains rules and procedures within an average of three working days from date Maintenance reports unit is ready.</p>	
<p>2. Performs lease enforcement duties to include: maximizing resident awareness of and compliance with regulations, lease obligations, rules and procedures including: assuring that new residents are oriented to PHA lease obligations, working with diverse and changing resident populations (varying ages, disabilities, language and cultures), monitoring lease compliance in all areas, notifying residents of lease violations and possible consequences, assuring that files are fully documented to support actions and referrals to assist residents to avoid terminations, preparing lease termination notices and submitting for legal review, and testifying at court hearings and grievance hearings.</p>	15%	Yes	<p>A. Conducts in-unit move-in orientation within 10 days of unit occupancy by a new or transferring resident, or monitors that Resident Orientor is receiving move-in information and has conducted move-in inspections.</p> <p>B. Assures that residents are adequately notified and strongly encouraged to participate in all phases of hi-rise lease compliance orientation, including new resident group sessions, receipt of cleaning supply gift, and move-in visit and needs assessment.</p> <p>C. Enforces lease provisions and rules fairly and uniformly; initiates legal action to remove residents who do not comply with lease and rules; or takes other action to obtain compliance with lease and rules.</p> <p>D. Documents resident files on all non-lease compliant behavior.</p> <p>E. Recommends termination actions to Housing Manager that indicate that lease violations are being reviewed uniformly, consistently, when appropriately warranted, and within guidelines.</p>	

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			<ul style="list-style-type: none"> <li>F. Drafts well-organized, well-supported lease terminations detailing lease clauses violated and specific incidents, actions, offers of assistance, and complaints.</li> <li>G. Reviews tenant files annually; recommends and initiates lease non-renewals where appropriate.</li> <li>H. For lease terminations recommended, conducts personal conference if requested by resident under termination and provides for Housing Manager review, a written summary and decision to the resident within the allowable time frame.</li> <li>I. Provides all information necessary to set up a grievance hearing.</li> <li>J. Participates in planning hearing presentations with Housing Manager and legal staff, encourages witnesses to appear at a hearing, testify if required.</li> <li>K. Carries out legal actions necessary to recover the premises following a termination. Conducts actions as quickly as law will allow.</li> <li>L. Coordinates lease terminations with Re-Exam staff, Accounting, and legal representatives.</li> </ul>	
<p>3. Resolves conflicts, including those among residents, between residents and neighboring property owners, between residents and service providers, and between residents and staff. Works with Resident Councils to share relevant information and respond to concerns.</p>	10%	Yes	<ul style="list-style-type: none"> <li>A. Initiates and/or participates in conflict resolution meetings and efforts with residents, advocates, family members, resident leaders, neighborhood and community groups to assess and resolve issues and concerns.</li> <li>B. Participates in regular Coordination meetings and case conferences.</li> </ul>	

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			C. Attends Resident Council meetings as assigned and shares any relevant PHA or community information, responding to resident questions, clarifying PHA policy and regulations, explaining new rules and procedures and responding to resident complaints, requests, recommendations and suggestions. D. Takes appropriate action to assure that Resident Councils have input into PHA decision-making and are meeting HUD guidelines for Resident Councils. Works to strengthen resident leadership and decision-making as described in Council By-laws and Memorandums of Understanding with the PHA. E. Prepares a written summary of Resident Council meetings attended, noting any issues to be addressed by PHA staff and circulating the meeting summary to appropriate staff within an average of five working days of the meeting.	
4. Motivates residents towards self-sufficiency and participation in programs that promote independence.	5%	Yes	A. In day-to-day contacts with residents provides information and promotes PHA programs that offer employment and training opportunities. B. Works with Resident Initiatives and staff working with all special programs to provide information for grant applications and to accommodate programs and opportunities that promote self-sufficiency.	
5. Coordinates and works with other divisions within Resident Services and all other departments within the PHA to	10%	Yes	A. Transfers emergency work orders to Maintenance immediately, urgent work orders within 24 hours. Writes routine	

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<p>achieve PHA goals and PHAS standards. This includes: communicating information to and from Resident Councils, participating in inter-departmental work groups, participating in planning major renovations, and assuring that resident needs are addressed during construction.</p>			<p>inspection work orders within five working days of inspection.</p> <p>B. Promptly relays all communications from other departments to residents through Resident Council meetings, handouts, special mailings or other means of communication.</p> <p>C. Actively participates in Rental Office Round Table sessions and Hearing Committees when scheduled. Participates in work groups and task forces as requested.</p> <p>D. Actively participates in modernization planning before and during major projects in the management area. Assures that residents are informed and actively involved in planning of the projects. Attends pre-construction meetings if assigned.</p> <p>E. Participates with Housing Manager in joint Maintenance/Management/Technical Services meetings, if assigned.</p> <p>F. Actively participates and provides needed information on Comp Grant and non-routine budget items in regularly scheduled planning sessions with Technical Services to provide information regarding tenant requests and conditions which warrant corrective action for future budgets. Assures that resident requests are heard.</p> <p>G. Works with other units to communicate needs and provides timely information as requested.</p>	

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			H. Orders work through curb appeal contracts and follows up on physical improvement projects keeping Housing Manager, Maintenance, and Technical Services informed.	
6. Maintains all required records and reports such as logging late rent payments, maintaining property checklists and preparing damage reports.	5%	Yes	A. Submits at least 95% of all required reports accurately and on schedule. B. Within two working days of notification, completes accident reports and property damage reports on any incident that occurs involving residents or other in the building. Takes corrective action if necessary. Negotiates settlement of property damage issues and takes any follow-up action necessary.	
7. Maximizes PHA operating income through collection efforts and appropriate implementation of HUD regulations regarding rent and other charges. This includes: assisting with completion of ACO's and interim rent re-determinations in a timely manner, documenting actions to resolve rent collection problems, assessing appropriate charges other than rent, negotiating appropriate repayment agreements with residents, and providing information and initial collection efforts for residents vacating owing money to the PHA.	20%	Yes	A. Works closely with Re-Exam Tech to follow-up on failed ACO appointments within an average of 20 working days after scheduled interview date. Proceeds with termination action within 10 working days on any resident who has missed three scheduled ACO appointments without good cause, or has failed to provide required information. B. Serve to back up Re-Exam Tech on interim interviews in a timely manner and complete assigned certifications of calculated interims within two working days. C. Certifies all assigned ACO calculations within three working days of receipt of completed calculations. D. Works with Re-Exam Tech to assure that an interim interview is conducted with all	



Duty:	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
			<p>households with zero income at least once every 90 days. Documents results in tenant file.</p> <p>E. Contacts residents receiving termination letters for non-payment of rent within seven working days after receiving a copy of termination notice to explain process, refer to appropriate resources, etc. Assures that chronic late rent notices are sent at appropriate intervals.</p> <p>F. When notified of a retro rent charge, assures that a Payment Agreement is negotiated within an average of 10 working days of receipt of information forwarded to Tenant Accounting.</p> <p>G. Meets with residents who grieve Maintenance charges within one week of notice from the resident, and determine if circumstances warrant any change in charges. Where warranted, negotiates Payment Agreements within one week of grievance meeting using established guidelines. Assures that residents are aware of terms of the agreement and consequences of non-payment.</p> <p>H. Determines appropriate move-out charges for vacated tenants based on management inspection for excess damage and cleaning beyond normal wear and tear. Notifies Tenant Accounting of charges to be assessed within two working days of receipt of charge information from Maintenance, or notifies Accounting that full information is not available prior to</p>	

Duty:	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
			<p>established deadline.</p> <p>I. Completes initial collection efforts within 21 working days from date charge statement is sent to the former tenant. Negotiates Payment Agreements where possible and forwards information to Tenant Accounting.</p>	
<p>8. Participates in various meetings related to departmental operations, resident concerns and activities, and community affairs such as crime prevention.</p>	<p>5%</p>	<p>No</p>	<p>A. Works with police, ACOP, crime prevention units, gang units, FORCE, and other law enforcement efforts to provide a safe environment for residents.</p> <p>B. Attends neighborhood and community meetings, if requested, to explain PHA policies and procedures and respond to concerns.</p> <p>C. Works in a cooperative and supportive manner with agencies and services operating in PHA properties to resolve problems and encourage resident support of the services.</p> <p>D. Reports to Housing Manager changing needs for services and works with Program Services staff and other resources to encourage services for unmet needs of residents.</p>	
<p>9. Assumes responsibility for the Housing Unit in the absence of the Manager or Associate Manager in property management and resident matters other than supervisory.</p>	<p>5%</p>	<p>Yes</p>	<p>A. Conducts business at assigned site(s) in a professional manner without the presence of the Housing Manager.</p>	
<p>10. Minimizes safety and security risks for self, residents and service providers by recommending courses of action and training needs.</p>	<p>On going</p>	<p>Yes</p>	<p>A. Actively monitors resident safety and security, responding to safety issues, crime, fear, and negative perceptions related to crime. Notifies appropriate</p>	

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			supervisors promptly when serious situations occur that may require PHA knowledge and/or action.	
11. Must abide by all Board approved policies, policies prohibiting discrimination and harassment, executive communications, administrative procedures, and safety procedures established by the PHA.	On going	Yes		
12. Must travel to various PHA sites and other locations that are required by the nature of the work.	As required	Yes		
13. Performs other duties of a similar nature or level.	As required			

<p><b>Knowledge</b> (position requirements at entry):</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Property management practices;</li> <li>• HUD rules and regulations;</li> <li>• Laws governing rental property and tenants' rights;</li> <li>• Various community organizations and support services;</li> <li>• Federal and State laws regarding reasonable accommodations of disabilities and EEO requirements;</li> <li>• Cultural differences.</li> </ul>	<p><b>Skills</b> (position requirements at entry):</p> <p>Skill in:</p> <ul style="list-style-type: none"> <li>• Enforcing lease agreements;</li> <li>• Providing customer service to a wide variety of residents;</li> <li>• Resolving problems and negotiating solutions;</li> <li>• Responding to emergencies;</li> <li>• Working with community groups and maintaining effective public relations;</li> <li>• Using a variety of office equipment such as copiers, fax machines, calculators and VCR's;</li> <li>• Using computers and related software applications;</li> <li>• Dispute resolution;</li> <li>• Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, community organizations, etc. sufficient to exchange or convey information and to receive work direction.</li> </ul>
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**Required Qualifications**

**Education:** BA degree in Housing, Public Administration, Business Administration or 4 years of vocational and advanced vocational education in a relevant field.

**Experience:** One year relevant experience at the B Band level or above in housing, real estate management or related field. Additional relevant experience can substitute for education on a year-for-year basis

**Preferred Qualifications**

**Education:** Relevant graduate degree. Public Housing Manager Certification.

**Experience:** Two years or more of relevant experience at the B Band level or above. Demonstrated experience working with ethnically, culturally and economically diverse populations.

**Supervisory:** Some positions may prefer some supervisory or lead worker experience

**Licensing Requirements** (position requirements at entry)

- Must have a valid Driver's License and vehicle

**Physical Requirements**

**Light Work** (Exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. Even though the weight lifted may be only a negligible amount, a job should be rated light work: [1] when it requires walking or standing to a significant degree; or [2] when it requires sitting most of the time but entails pushing or pulling of arm or leg controls; or [3] when the job requires working at a production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.) (For Complete physical requirements see "Physical Demands Job Analyst" on file.)

**Classification History**

Draft prepared by Fox Lawson and Associates LLC (MCT), PHA (fah, kjf)

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