

## **JOB DESCRIPTION**

<b>Position:</b>	Asset Manager (Public and Affordable Housing)
<b>Location:</b>	St. Petersburg, FL
<b>Supervisor:</b>	Director of Asset Management
<b>Status:</b>	Full-time Exempt
<b>Hiring Salary Range:</b>	\$52,000 - \$58,000
<b>Overall Responsibility:</b>	This is an administrative position responsible for the management of residential real estate (up to 200 units). Work involves managing the operations of an assigned community and performing related duties. An Asset Manager is responsible for ensuring compliance with applicable U.S. Department of Housing and Urban Development (HUD) regulations and Housing Authority policies. Work is performed with considerable independence under the direction of the Director of Asset Management.

### **Duties and Responsibilities**

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The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Performs supervisory, administrative, and management functions involved in property operations.
- Supervises all assigned staff.
- Works with maintenance staff and residents to achieve scores of 90 or better during NSPIRE, state, local and owner inspections.
- Assists, confers with, and advises new residents on lease requirements and responsibilities.
- Conducts or supervises applicant background checks and recommends acceptance or rejection of applicants.
- Interviews prospective residents, shows available apartment units to applicants, and explains the operation of the dwelling equipment.
- Leases vacant units to approved applicants within 5 days.

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- Verifies and documents eligibility at admission and the re-examination, recertification for the tenants' income and family composition as applicable per HUD, and/or subsidized housing program requirements.
  - Manages and maintains a waiting list of prospective residents.
  - Collects at least 98 percent of the rent billed every month. Monitors that the delinquency remains under 2 percent every month for each property.
  - Enforces the Lease with particular emphasis on rent payment, housekeeping, unauthorized occupants, and violent or drug-related criminal activity.
  - Prepares and monitors daily, weekly, and monthly vacancies and delinquency reports.
  - Maintains an occupancy rate of at least 99 percent every month.
  - Maintains and monitors lease and accounting records, accounts receivable/delinquency records, and eviction notifications. Prepares financial reports and reviews same to assure accuracy and completeness prior to submission.
  - Prepares and monitors daily, weekly, and monthly vacancies and delinquency reports.
  - Coordinates follow-up and initiation of work orders and requests for maintenance work.
  - Monitors contractors rendering services on the property.
  - Inspects all apartments and grounds for maintenance and repair requirements to ensure that maintenance personnel and residents are maintaining units and grounds in a decent, safe, and sanitary manner and directs resident and maintenance supervisor in remedying any noted deficiencies.
  - Responds to emergencies during working and non-working hours.
  - Receives, prepares, reviews, prioritizes, and assigns maintenance and repair requests and work order schedules. Conducts periodic quality assurance inspections to assure the satisfactory completion of work orders.
  - Walks all properties at least 2x weekly to monitor conditions of units and grounds and interact with staff and residents.
  - Conducts and maintains perpetual and annual inventories of supplies and equipment and reviews requisitions for the purchase of supplies and equipment to assure compliance with Housing Authority purchasing policies and procedures.
  - Prepares rent roll controls on all move-ins, move-outs, rent changes, etc.

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- Counsels tenants delinquent in rent payments and takes appropriate action including entering into repayment contracts and preparing lease termination packages for Court action.
  - Investigates written and/or verbal tenant complaints and resolves them when possible; refers others to the Director of Asset Management.
  - Prepares monthly, quarterly, and annual HUD reports as applicable and assigned.
  - Refers tenants in need of supportive services to Social Services staff or appropriate organizations.
  - Establishes and maintains a good rapport with the public, fellow employees, residents, and other housing authorities, and promulgates and maintains Housing Authority policies, rules and applicable HUD regulations.
  - Attends and participates in resident association meetings.
  - Host quarterly meetings with residents to share information and learn of resident concerns.
  - Assists in the preparation of the annual budget for the property; prepares daily statement of operations; reviews and approves payroll time cards; reviews and monitors all property reports for compliance with operating standards; assures accuracy and timeliness of all reports submitted to the Director of Asset Management and/or his/her supervisor.
  - Assists Director of Asset Management in training staff.
  - Approves petty cash expenditures and submits reports according to the policy.
  - Submits recommendations to the ADA/50 Coordinator for reasonable accommodation requests.
  - Works with various governmental agencies, housing authorities, and the public as appropriate.
  - General understanding of property maintenance procedures
  - Performs other duties as may be assigned.

## **Leadership, Management & Staff Development**

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- Determine team staffing and training needs
- Participate in the selection, placement, promotion, training, appraisal, and discipline of subordinate personnel
- Provide leadership and supervision to carry out SPHA mission and goals

- Train, coach, and develop staff members to ensure full utilization of skills and promotional opportunities
- Communicate effectively with supervisors, colleagues, and subordinate staff
- Coordinate and provide appropriate recruiting, training, coaching and leadership

## **Supervisory Authority**

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Exercises direct leadership over Public Housing and Affordable Housing properties and assets, employees, and employee work actions within Asset Manager's purview.

## **Supervision Provided**

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Operates under the direct general supervision of the Director of Asset Management.

## **Knowledge, Skills, and Abilities Required**

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### **Knowledge of:**

- Leadership principles, effective supervisory skills, and applicable employment laws
- Property management
- Fair Housing Laws
- Public Housing Authority regulations and subsidized housing program regulations, requirements, and standard as determined by HUD (as applicable).
- State and local landlord/tenant laws
- SPHA policies, procedures and operations
- Current technology and computer hardware/software

### **Skills in:**

- Data analysis and mathematical calculation
- Good judgment and decision making
- Negotiation and conflict resolution
- Effective time management and delegation
- Effective oral and written communication
- Strong organizational skill needed to prioritize multiple tasks, projects, and demands

### **Ability to:**

- Handle heavy workload conditions, calmly and efficiently
- Sit at a desk or conference table for extended periods
- Frequently move about the office and access stored files and records
- Regularly move about the complex to show apartment units, inspect units and grounds, and review contractor work
- Organize for a fast-paced environment
- Deal with public in an effective, professional and courteous manner
- Maintain effective working relationships with clients, owners, supervisors, staff, colleagues and the general public

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## **Physical Requirements**

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- Possess the level of manual dexterity sufficient to operate terminal keyboard, telephones, fax/copy machines and general office supplies
- Ability to sit at a desk or conference table for extended period
- Frequently move about the office and access stored files and records
- Ability to move, handle, or lift moderately heavy objects such as computer equipment

## **Education and Experience Required**

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- High School Diploma or possession of a GED certificate supplemented. Associate Degree preferred.
- Three (3) years of progressively responsible management experience in property management and public housing
- Three (3) years of experience in conducting annual re-examinations and interim examinations preferred.
- Computer proficiency in MS Office software. Able to operate internet applications, email, and proprietary software programs.
- Any equivalent combination of education, experience, and training which, in the sole discretion of SPHA, constitutes the required knowledge and abilities, will be considered.

## **Other Requirements**

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Public Housing Management (PHM) certification must be obtained within 6 months of employment, if not already certified. Must possess valid driver's license.

*SPHA is an Equal Opportunity Employer*

*Reasonable accommodations may be made to otherwise qualified individuals with disabilities*