

The Housing Authority of the City of Hartford has two **Full Time Asset Manager** positions. These are union positions with benefits. Salary is commensurate with experience.

Please submit your resume to hachrecruiting@hartfordhousing.org

General Statement of Duties:

Responsible for the overall property management of a HACH Asset Management Project (AMP) or AMPs (either referred to herein as AMP) which may consist of multiple properties. Work includes site-based occupancy tasks such as annual reexaminations and interim adjustments, community management and lease enforcement, maintenance and administrative functions necessary to ensure the preservation of the physical plant, the financial health of the property and the best quality of life for residents consistent with available funding in accordance with HUD and other federal regulations, guidance and notices, local and state requirements and HACH's lease, policies and procedures. HACH is a non-smoking community as required by HUD and maintains a non-smoking policy for all staff and residents on its property and offices.

Key Duties:

1. Provides day-to-day supervision of assigned staff. Delegates tasks as appropriate, schedules work, trains staff as appropriate, and monitors performance. Conducts performance appraisals and takes personnel actions in accordance with the Authority's Personnel Policy.
2. Makes sure the AMP provides safe, decent, and affordable housing that is structurally sound and functionally adequate by assigning staff to perform regular Uniform Property Condition Standards (UPCS) inspections and assigning staff to fix deficiencies noted.
3. Carries out the work of the property in a manner that complies with all applicable Federal State and local laws, regulations, and HACH policies and procedures related to:
 - Civil and Disability rights;
 - Fair labor standards practices;
 - Procurement of goods and services;
 - Rental integrity;
 - OSHA standards; and
 - Data privacy laws.
4. Ensures that assigned properties' PHAS scores (PASS and MASS) are at least "standard" through regular monitoring of AMP performance metrics.
5. Submits timely and accurate monthly reports to the Director of Asset Management.
6. Maintains vacancy rates at or below 3 percent through effective provision of staff or contract make-ready services and regular communication with the Admissions Department.
7. Has primary responsibility for rent collection; pursues collections on delinquent accounts (rent and charges in addition to rent) in accordance with established procedures to achieve a 97% collection rate.
8. Enforces the Lease fairly and effectively and responds to legal issues in a timely manner.
9. Prepares AMP budget and monitors financial performance monthly, revises budget as needed.
10. Coordinates with Occupancy Department to ensure 100% lease-up.
11. Briefs new residents about the lease and the property. Inspects the units of new residents within 6 weeks of move-in.
12. Monitors workorders to ensure quality and completion of work and timely closure.
13. Responds to in-person, telephone, and email contacts from residents in a timely, polite and business-like manner.

14. In collaboration with Occupancy and Compliance, completes annual reexaminations in a manner that is complete, accurate and timely. Ensures that PIC submissions are accepted by HUD.
15. Inspects work performed at the AMP by CFP as well as LIPH program paid contractors and signs off on work performed acceptably before authorizing payment of contractors.
16. Is responsible for all aspects of on-site risk management to reduce risks to residents and staff and to report crimes and accidents immediately.
17. Manages emergencies effectively whenever they occur; remains on site for emergencies that effect the health or safety of residents.
18. Assists in producing and updating policies, procedures and forms as needed.
19. Walks the property daily, rain or shine to increase accessibility to residents, observe changing property conditions, and demonstrate concern for quality of life.
20. Maintains accurate occupancy records, including but not limited to: rent rolls, list of vacant units and units under modernization, transfer requests, and Section 504 disability requirements. Processes requests for interim rent adjustments in accordance with established procedures, including obtaining verifications.
21. Prepares and monitors site budget, budget revisions and income and expenses to ensure spending is within approved budgets.
22. Maintains tenant files and related documentation accurately and in a timely manner.
23. Conducts property inspections, including move-in, housekeeping, pre-REAC and grounds in order to assure adherence to established standards.
24. Maintain a neat, organized, and safe work environment.
25. Refers residents with special problems, such as economic, social, legal, health, etc. to the Resident Service Coordinator if applicable.
26. Maintains liaison with human services staff to assist with resident activities, address specific problems, plan meetings or support activities as appropriate.
27. Schedules and completes customer surveys in order to identify resident needs and assess quality of services, etc.
28. Maintains and safeguards property and HACH's assets (i.e., equipment, tools, and keys.)
29. Establishes and maintains good working relationships with all residents and representative groups.
30. Provides referrals to Resident Services Coordinator for households in crisis.
31. Attains knowledge of, works with, and keeps residents well informed of activities and services available from agencies on and off site who are partners with the Authority in the effort to promote a better quality of life, environment, and self-sufficiency for residents of public housing; makes referrals where needed.
32. Investigates resident complaints; Conducts informal hearings on resident grievances.
33. Responsible for appropriate handling and timely response to all correspondence/inquires relative to area of responsibility.
34. Monitors and facilitates the completion and proper routing of all claims of injury, liability, damage, etc. to housing, residents, or employees in a timely and correct manner.
35. Participates and develops operational goals for the AMP.
36. Observes strict confidentiality in maintaining restricted files and records.
37. Serves as back-up to Director of Asset Management when so directed.
38. All other related duties assigned.

Performance Standards:

- Attendance is reliable; leave does not exceed the amount permitted, and the employee has no unexcused absences from the job. Employee is available during non-business hours when the need arises.
- Maintains maximum attainable MASS scores for the property of Standard Performer.
- Controls on-site expenses within or over budget by no more than 5%.

- Ensures accurate, organized, and up-to date file documentation in 100% of resident files as per HUD and HACH requirements.
- Takes timely and strict lease enforcement action in all cases of lease violations, including for rent, for cause and criminal activity.
- 100% of all scheduled reexaminations are completed accurately and timely, and input into PIC successfully.
- All 504 reasonable accommodations requests are addressed in a timely manner or escalated to the 504/ADA Coordinator as required.
- 100% of unit, building and common area inspections are completed monthly.
- Tenant's accounts receivables are below 3% with the appropriate legal action requested.
- Vacated units are cleaned, secured, and exterminated within 48 hours after move-outs.
- 100% of required reports are submitted timely.
- All incident reports for all events that may involve injury, damage or crime are submitted within 24 hours.
- Occupancy rate within developments is no less than 97% net of MOD units.

Qualifications:

Education: High school education or equivalent required, Associate or Bachelor's degree preferred. Public Housing Manager Certification strongly preferred at hire or assignment or required within six months of hire or assignment. Certified Manager of Maintenance (CMM) preferred.
Bi-lingual qualification in Spanish preferred (Oral and written)

Experience: 6 years successful property management experience
Knowledge of HUD regulations governing Public Housing Programs.
Minimum of six years' experience in property management, preferably in the management of federally subsidized housing. Supervisory experience desirable. An equivalent combination of education and experience may be substituted for the above.

Special Skills:

- Working knowledge of HUD occupancy regulations or the ability to quickly gain necessary knowledge.
- Good interpersonal, oral, and written communication skills, including the ability to relate well to residents and resident groups.
- Effective leadership skills; ability to organize workload, delegate tasks, provide guidance to staff and follow-up on all issues related to management of a development.
- Demonstrated working knowledge of HUD Housing Quality Standards and UPCS inspection requirements.
- Demonstrated ability to work and make effective decisions independently, to take initiative, to make appropriate decisions, to accept responsibility, to be accountable.
- Demonstrated ability to work with diverse groups of people in routine and stressful situations
- Demonstrated ability to manage changing priorities.
- Demonstrated ability to contribute to, embrace and facilitate change.
- Demonstrated ability to establish and maintain effective working relationships with departmental officials, supervisors, employees and their representatives, professional groups, and the general public.
- Demonstrated ability to effectively represent the agency to the public, as authorized.
- Demonstrated proficiency in oral and written communications, proven competency in basic English grammar and spelling.
- Demonstrated ability to perform accurate arithmetical computations.

- Basic knowledge of the principles of budget development.
- Demonstrated ability to prepare clear, logical, written, and oral reports.
- Demonstrated computer literacy/proficiency in word processing, spreadsheet, Internet, and all other applicable software.
- Demonstrated ability to maintain accountability concerning departmental responsibilities.
- Demonstrated ability to maintain strict confidentiality in all matters, except as otherwise authorized.
- Ability to work extended hours within a stressful and demanding environment.
- Demonstrated ability to achieve and maintain a satisfactory attendance record, as defined by the Attendance Policy.
- Must demonstrate required proficiency in operating HACH property management software and Microsoft Excel, Word, Publisher, and Outlook.
- Valid Connecticut driver's license and safe driving record.