

The Housing Authority of the City of Hartford has an opening for a **Full Time Assistant to the Director of Asset Management** position. This is a union position with benefits. Salary is commensurate with experience.

Please submit your resume to hachrecruiting@hartfordhousing.org

Position Summary

The primary purpose of this position is to provide administrative assistance and support to the Director of Asset Management. This position is responsible for helping the Director to ensure the long-term financial health, physical quality, and regulatory/statutory compliance with federal, State, and local laws, and Agency policy. Under the general supervision of the Director of Asset Management, this position assists in the effective performance of the housing portfolio, resident programs, and related services. This includes maintaining the highest level of customer service to residents, preserving the properties through quality maintenance, managing operating costs, and ensuring effectiveness of capital expenditures.

This position works with the Director to achieve at least a standard performer rating on HUD's agency scoring systems such as Public Housing Assessment System (PHAS) and other future HUD required evaluation systems. This individual will assist with monitoring program/property performance and reporting requirements.

The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

. The position ensures that the administrative workflow is cohesive, effective, and continuous, arranging for, or standing in when needed, in the event of short-term absences of Asset Management staff. In addition, the incumbent of this position will perform:

Other Support Duties

- Assists Director of Asset Management in development, conduct on-going reviews and implement departmental policies and procedures. Monitors the activities of any contracted property management service companies including evaluation of the financial performance of the projects and services rendered.
- Monitors annual project compliance and monitoring schedules, monitors project financials for conformity to budgets, and ensures that annual property budgets are prepared.
- Stays abreast of changes in public housing program regulations and recommends changes in policies and procedures based on new requirements or industry best practices.
- Gathers, analyzes, makes recommendations, and forwards monthly performance reports from the Asset Managers to the Director of Asset Management.

Property Duties

- Supports the Director of Asset Management to ensure at least "standard" performance under HUD's assessment system indicators:
 - Physical condition of the units, buildings, and systems.

- Financial condition of the property; and
- Management performance of the property.
- Assists the Director of Asset Management with the management of personal property, equipment, tools, and physical capital Assets that are acquired and used to build, repair, and maintain Assets.
- Assists in maintaining oversight of the daily operations of all Asset Management Properties (AMPs) including those managed by New Day.
- Assists the Director of Asset Management to ensure 100% timely completion of:
 - emergency work orders
 - annual recertifications
 - interim adjustments
 - accurate rent calculation
 - correct update and application of utility allowances
- Assists the Director of Asset Management to maintain at least 97% occupancy levels.
- Assists the Director of Asset Management to maintain at least 97% rent collection rate and other related goals at the AMPs.
- Assists the Director of Asset Management to manage and monitor work orders and ensure timely closing within the HUD-suggested time frames.
- Assists the Director of Asset Management to ensure that 99% of HUD 50058 forms are submitted timely and successfully.
- Stays abreast of market conditions and coordinates with the Director on marketing, advertising, and resident retention programs.
- Regularly performs curb appeal site inspections and alerts appropriate staff of items requiring attention.
- Assists the Director of Asset Management to coordinate the development of the annual and five-year capital plan with the capital programs department.
- Receives and reviews monthly AMP reports and reports to Director of Asset Management substandard performance or substandard individual metrics, such as less than 97% rent collections, etc.
- Assists the Director of Asset Management to prepare monthly Board report on AMP performance.
- Assists with and monitors properties' procurement needs.
- Works with Asset Management staff on monitoring vendor performance, coordinates with the Finance Office to ensure prompt payment for goods and services delivered and maintains good vendor relationships.
- Oversees grant and contract performance for services contracted by the Central Office.

Administration, policy and procedures, budget control, quality control and other Financial duties

- Assists with the creation of AMP operating budgets and ensures adherence to same.
- Monitors monthly income and expense reports and assists property managers with mid-year budget revisions as needed.
- Prepares and analyzes property status reports including financial statements, variance, and occupancy reports.
- Prepares and submits property invoices and payroll, including approving necessary overtime.

Leadership, and Staff Development

- Demonstrates leadership to motivate staff to carry out HACH mission.
- Participates in onboarding activities, including administering a comprehensive orientation/training program for new hires.
- Assists Asset Managers and supervisors, with work and spending priorities.
- Reviews and makes recommendations on major decisions that might result in substantial liability or expense to HACH.
- Provides regular feedback to staff and accepts feedback and suggestions from team.
- Assists with training, and professional development of staff to ensure full utilization of skills and promotional opportunities.
- Assists in coordinating adequate staff coverage during absences of personnel.
- Ensures adherence to applicable federal and state employment laws and regulations and HACH policies related to:
 - Civil and Disability rights
 - Fair labor standards practices
 - Procurement of goods and services
 - OSHA standards
 - Data privacy laws
 - HUD regulations
- Tracks and maintains current information on property performance and makes recommendations for adjustments in operations and staffing to ensure operations are consistently at the highest level.
- Provides accurate and timely reports on property performance as well as recommendations on resolution of issues.

Resident Relations

- Establishes and promotes a good resident relations program that ensures that residents have the ability to communicate openly and thoroughly about both positive and negative issues at their communities.
- Maintains positive relationships with public housing tenants and applicants; attends resident meetings when invited and encourages resident involvement in community activities.

- Informs tenants or participants of decisions and the reasons therefore; conducts informal hearings and intake reviews as needed; refers unusual and precedent-setting cases to the Director of Asset Management; and report monthly on all hearings.
- Responsible for creating a housing management environment that works to satisfy residents by maintaining open lines of communication, responding to residents needs in a timely manner and performing quality work.
- Serves as a “customer support agent” for Asset Management, using de-escalation techniques to maintain respectful troubleshooting conversations according to regulatory policies, while supporting residents with high-level concerns. Internal and External Communications
- Coordinates activities with HACH support departments, Executive, Human Resources, Finance, Legal, Procurement, and Capital Planning.
- Establishes and maintains effective working relationships with other government entities and social agencies; represents HACH in the community and attends appropriate community activities and meetings.
- Attends trade association meetings, conferences, and seminars to expand and maintain professional skills.
- Serves on community committees and task forces when assigned.
- Provides feedback on a regular basis to the Director of Asset Management, on matters pertaining to administration, policy and procedures, budget control, quality control and other matters as required.
- May perform other duties as assigned.

Job and Behavior Competencies:

Job Competencies

- In-depth knowledge of organizational development and management principles.
- Working knowledge of community organizing, neighborhood planning, and tenant services.
- Effective verbal and written communication skills, including verbal presentations.
- Skills in motivating, leading, supervising and training.
- Knowledge of Asset management and property management with affordable housing development in the public and nonprofit sector.
- Ability to be personable and treat everyone with dignity.
- Knowledge of public and private housing and financing programs including HUD, HOME, Section 8, low-income housing tax credits and tax-exempt bonds a plus.
- Knowledge of requirements associated with maintaining compliance with a myriad of financing sources.

- Ability to demonstrate a strong commitment to working in a progressive community development and mission-driven organization.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to calculate figures and amounts such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to review, analyze and report out on various property management operations reports as well as financial analysis associated with the properties.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

- **Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.
- **Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.
- **Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.
- **Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively, orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.
- **Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.
- **Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.
- **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Minimum Qualifications

High school education or equivalent required, Associate or Bachelor's degree preferred. At least 2 years office management or administrative assistant experience.

Additional work experience may be substituted on a year for year basis for the required education.

Must possess the Public Housing Occupancy or Public Housing Specialist training as well as Public Housing Manager Certification within 18 months of new hire or position assignment.

Must hold a valid driver's license and must show proof of a good driving record and insurability, when requested.

This position may require the incumbent to attend meetings and events after normal business hours or on weekends/holidays and may require the incumbent to serve in a leadership role during major weather events.