

Position Summary

The Assistant Asset Manager serves as a member of the Public Housing Asset Management Team, working closely with the Asset Manager and other staff members. Reporting directly to an Asset Manager, the Assistant Asset Manager is someone who can take direction, problem solve, support team workflow, and often provide front-line assistance to Residents.

Key Duties:

- 1. They are able to work collaboratively with the Asset Management Team to develop creative approaches and achieve key property performance goals.**
- 2. Carrying 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:**
 - a. Civil and Disability rights;
 - b. Fair labor standards practices;
 - c. Procurement of goods and services;
 - d. Rental integrity;
 - e. OSHA standards; and
 - f. Data privacy laws.
- 3. Maintaining the financial health of the property, including responsibilities for:**
 - a. Assisting in preparing the annual operating budget and revisions as needed;
 - b. Maximizing the property's income and minimizing expenditures consistent with preservation of the physical plant;
 - c. Minimizing vacant units;
 - d. Assisting in tracking monthly and year-to-date income and expenditures (and making adjustments to financial practices when needed);
 - e. Assisting in monitoring cash flow at the properties;
 - f. Confirming daily receipts and following up with delinquent tenants within 24 hours;
 - g. Purchasing goods and services only when needed, when policies have been followed, and when funding permits;
 - h. Tracking funds encumbered;
 - i. Maintaining inventory control of all equipment, materials and supplies assigned to the site;
 - j. Assembling information for the Asset Manager, Director of Asset Management, Assistant to the Director of Asset Management or other HACH officials as required; and
 - k. Assisting in preparing or reviewing HUD financial reports as required.
- 4. Working with residents to ensure that they receive accurate and timely information, opportunities for input, fair hearings on problems, and support for their ideas and activities, including:**
 - a. Attending Resident Council meetings when invited;
 - b. Supporting Resident Council initiatives;

- c. Meeting with residents on request;
 - d. Assisting in organizing annual meetings of residents to obtain input on the Capital Plan and Annual Plan;
 - e. Providing Resident Council with timely copies of the Annual Plan, Five Year Plan and any revisions to policies for review and comment; and
 - f. Investigating resident complaints and informing the Asset Manager.
- 5. Participate in making recommendations in the capital planning and redevelopment process**
- 6. Assisting in supervising day-to-day maintenance of the property, including:**
- a. Responsible for maintaining accurate tenant accounts and unit files, to include heavy amounts of data entry in agency's database system.
 - b. Assisting in overseeing the development of the annual, monthly and weekly maintenance calendars upon which routine and preventive maintenance activities are scheduled and work orders issued;
 - c. Assist with vendor and tenant follow-up, call-backs, resolving and rescheduling pending work orders, when appropriate.
 - d. Completing end of day work orders, work order summary lists, and reports as appropriate.
 - e. Preparing work orders when regular UPCS inspections reveal deficiencies that should be corrected;
 - f. Walking the property daily (rain or shine) to check for skip hazards, curb appeal, hazardous conditions and other needs; inspects common areas, hallways, community rooms, and interior hallways daily and ensures that work orders are issued to address deficiencies;
 - g. Inspecting vacant units, assisting in tracking make-ready time;
 - h. Assisting in determining when and what residents should be charged for damages and neglect beyond normal wear and tear;
 - i. Conducting UPCS inspections of each unit, documenting the results and correcting all deficiencies, including workability of smoke alarms; and
 - j. Assisting in coordinating with the HUD UPCS inspector to ensure that all units are available for inspection and that all deficiencies noted are corrected within the HUD-specified timeframes.
 - k. Responsible for maintaining statistical data as needed, reviewing work orders for accuracy, preparing and inputting tenant/vendor/employee feedback and information to ensure timely work order completion and calculation.
 - l. Complete all company forms governing and documenting work order scheduling, completion, and follow up, as required.
- 7. Coordinating with admissions staff to ensure prompt leasing of ready units, including:**
- a. Assisting with marketing and recruitment of applicants for the waiting list;
 - b. Notifying admissions staff as soon as possible of resident intent to vacate or skip-outs;

- c. Taking appropriate steps to process the move-out of families, processing the security deposit in accordance with Connecticut law and HACH policies;
 - d. Ensuring that the exterior of the property, the route to the unit and the unit itself is clean and attractive prior to showing to a prospective resident; and
 - e. Processing new families, including move-in briefing, move-in inspection, signing the lease and conducting a follow-up inspection two months after families move in.
- 8. In collaboration with Occupancy, conducting annual reexaminations and interim adjustments to compute rent timely, accurately and in compliance with Admissions and Continued Occupancy Policy (ACOP), including:**
- a. Notifying residents of their upcoming reexam 90 to 120 days before the anniversary date;
 - b. Running EIV reports on all new residents within 60 days of move-in;
 - c. Ordering criminal history checks on all adult residents before their annual reexaminations;
 - d. Verifying income and deductions in compliance with HUD standards;
 - e. Computing rent and determining Utility Allowances accurately;
 - f. Offering all residents a choice between Income-based and Flat Rents at each Annual Reexamination;
 - g. Preparing notices to residents of rent increases at least 30 days before the recertification date;
 - h. Documenting all actions properly in resident files and maintaining a high standard of file organization; and
 - i. Performing interim adjustments to rent in accordance with HACH's Lease and ACOP.
- 9. Assisting in enforcing the lease firmly and fairly on all residents, including:**
- a. Assisting in conducting orientations for new residents to familiarize them with lease requirements;
 - b. Preparing 14-day notices for non-payment of rent by the 10th calendar day of the month;
 - c. Preparing 30-day notices for non-payment of charges in addition to rent by the 10th calendar day of the month;
 - d. Assisting in placing a resident who owes delinquent rent or charges on a repayment agreement so long as:
 - 1) Processes rent abatements during emergency situations that are not resolved within 24 hours in accordance with LIPH regulations.
 - 2) The resident is not already on a repayment agreement;
 - 3) The resident pays at least 15 percent of the amount owed at signing; and
 - 4) The resident agrees to pay 10 percent of adjusted monthly income on the delinquent balance until paid.
 - e. Preparing required paperwork for filing a resident for lease termination if the resident

- 1) Has not paid rent or signed a repayment agreement by the 15th of the month;
 - 2) Has not paid charges in addition to rent or signed a repayment agreement by the 10th of the following month;
 - 3) Has not paid the agreed upon amount under any repayment agreement by the 10th of the month;
- f. Processing residents for lease termination when any adult family member, guest or other person under the resident's control engages in:
 - 1) Drug-related criminal activity; or
 - 2) Criminal activity that is a threat to the life, health, or safety of other residents, staff or neighbors of the property; or
 - 3) Alcohol abuse that results in a lease violation.
 - g. Preparing written notifications for residents of any other lease violation, assisting in working with them to resolve the violation, and, if they fail to resolve the violation, assisting in taking prompt action, up to and including lease termination, for failing to correct the violation; and
 - h. Appearing in court for site evictions and other lease enforcement actions.
- 10. Coordinating with and referring residents to the Resident Services Coordinator as needed and if applicable to assist with education, employment, health, and other non-housing supportive services.**
- 11. Resident safety and security, including:**
- a. Dealing promptly with any hazardous situations to prevent accidents;
 - b. Enforcing the lease for violations of the bans on criminal activity and drug-related criminal activity; and
 - c. Coordinating with local law enforcement to prevent crimes and enforce the law.
- 12. Assist in recommending policy and procedures improvements.**
- 13. Assisting in preparing and submitting monthly and annual reports to the Asset Manager, Director of Asset Management and others, covering such areas as:**
- a. Property performance under PHAS;
 - b. Compliance issues if any;
 - c. Financial management;
 - d. Inspections completed and work order status at each month's end;
 - e. Crimes and accidents, if any;
 - f. Lease terminations, lease enforcement and other resident issues; and
 - g. Annual reexaminations due and completed.

The Assistant Asset Manager may act as an Asset Manager in the absence of an Asset Manager.

Qualifications

Education: High school education or equivalent required. Associate degree preferred

Experience: Three (3) years of proven work experience in the property management field in lieu of Associate degree.

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.
- 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; colleagues, residents' 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.