



Position Description

| | | | |
|------------------------|------------------------------------|-----------------------|------------------|
| Position Title: | LIHTC Site Manager | Department: | Asset Management |
| Reports to: | Vice President of Asset Management | Approved By: | |
| FLSA Status: | Non-Exempt | Approved Date: | |

Summary

The primary purpose of this position is to manage all facets of business at FWHA-operated properties. The incumbent enforces leasing agreements and timely rent payments by residents, ensures that all procedures and units are compliant with applicable regulations, and fills vacant units within the acceptable timeframe. This position occasionally requires attendance at evening and weekend meetings or events.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Performs tenant relations, coordinate community activities, and communicates and collaborates with project partners and superiors.
- Completes preparation of LIHTC applications for compliance and obtain approval. Monitors LIHTC files, records and computer databases, ensuring that they are properly secured and that they comply with regulations and Authority policies; monitors files for income discrepancies; updates files as needed.
- Establishes and maintains statistical reports and assists with monitoring and reviews for LIHTC program.
- Maintains records of vacant apartments ready for move-in; prepares weekly move-in and move-out lists; ensures that all properties are occupied to maximum capacity.
- Administers the resident/applicant grievance process, ensuring that parties receive fair and equitable treatment; provides documentation and assistance as needed during the processing of evictions.
- Prepares rent delinquency notices and eviction forms; attends court for eviction hearings; and monitors security reports.
- Monitors and assists with annual inspections.
- Conducts move-in and move-out inspections of assigned apartments; performs inspections of buildings and grounds to observe conditions of property; and generates work orders for needed maintenance.



Position Description

- Performs inspections of buildings and grounds to observe conditions of property; takes inventory of office and housing supplies and fills out requisitions for missing items as needed.
- Manages all maintenance functions and supervises maintenance and janitorial staff; contracts with outside maintenance providers as needed.
- Participates in Resident Advisory Board meetings.
- Prepares and submits periodic reports to the senior management on vacancies, move-ins, move-outs, rents charged, transfers, and other statistics.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

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.

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.

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; and persists despite obstacles and opposition

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers;

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.



Position Description

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

Education and/or Experience

Bachelor's Degree business administration, public administration, or related field and a minimum of 4 years' experience in the management of a housing development, with a minimum of 1 year in a supervisory position. Preferably have Certification in Low Income Housing Tax Credits, Certified Occupancy Specialist, or Blended Occupancy Specialist. An equivalent combination of education and experience may be considered. Must possess a valid state driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks. Must obtain certification as a Public Housing Manager within 1 year of employment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.



Position Description

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date