



Position Description

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| Position Title: | Occupancy Manager |
| Department: | Asset Management |
| FLSA Status: | Non-Exempt |

Summary

The primary purpose of this position is to assist the Vice President of Asset Management with the day-to-day leasing operations and ensuring that Authority properties remain viable through the efficient performance of the marketing, occupancy, and compliance.

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 Intake Coordinator, including assigning, planning, and reviewing work, evaluating work performance, coordinating activities, maintaining standards, training, resolving employee concerns, and managing performance issues.
- Develops, manages, implements, and evaluates leasing staff methods and procedures needed to effectively manage the leasing process and with the processing of applications. Manages data related to daily activities of leasing and develops and implements data tracking and reporting systems. Prepares monthly reports on the status of applications, leasing, and occupancy for senior management.
- Coordinate and assist in the initial lease up activities for all FWHA properties.
- Monitors and performs audits of centralized and site-based admissions operations to ensure compliance with waiting list requirements.
- Reviews applicant denials to Public Housing Assistance Program to ensure compliance with established guidelines for eligibility and suitability requirements.
- Provides a high level of customer service to clients of or visitors to the FWHA.
- Serve as the primary resource when staff needs a response to questions on policy, procedures, rules and regulations. Build up FWHA’s compliance capacity through standard operating procedures, checklists, and other resources.
- Perform file audits of resident initial certifications, re-certifications and/or interim reviews; Review and audit all related paperwork which includes income verifications, asset verifications, lease amendments, etc. Ensure all paperwork is accurate and complete. Provide training to staff on process for proper submission and error correction process.



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- *Prepare PIC and EIV Management: Submit PIC data; coordinate with property management staff to correct and resolve all erroneous submissions; monitor error reports within the EIV system and coordinate with property management for corrections.*
- *Recommend new policy/procedure or revisions to existing policy/procedures as they relate to areas leasing and occupancy. Assist in preparation and review of policy and procedures.*
- *Contribute to the establishment and maintenance of written department policies and procedures to ensure consistent review of files.*
- *Monitor properties to ensure compliance with the appropriate regulations (HUD, LIHTC, Affordable Housing, Landlord and Tenant laws, Fair Housing laws and Indiana Housing and Community Development Authority (IHCDA).*
- *Assist in preparing annual compliance reports for the regulatory agencies. Create and maintain master calendar to ensure all reporting to the appropriate agencies and/or FWHA Asset Management Department staff are completed and delivered by the required deadline. Audit all prepared reports for accurate completion throughout the year to ensure advance knowledge of any potential compliance issues. Assist in preparation of final reports for delivery to funding agencies.*
- *Performs any necessary administrative duties.*
- *Promotes 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 professional goals and works 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.



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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 as part of the FWHA team.

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

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and receives feedback appropriately; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Education and/or Experience

- Associate's Degree in business administration, public administration, or related field. Bachelor's Degree in business administration, public administration, or related field is preferred.
- Five years of experience in public housing, property management or asset management.
 - Two years of experience in a Supervisory capacity is preferred.
 - Two years of experience in LIHTC housing programs compliance and/or program monitoring is required.
- An equivalent combination of education and experience may be considered.
- Must possess or obtain certification equivalent to Tax Credit Specialist or higher within 6 months of employment.
- Must possess or obtain certification equivalent to Public Housing Specialist or higher within 1 year of employment.

Technical Skills

- Knowledge and experience with Federal Low Income Housing, Tax Credit and other HUD programs, pertinent state and local regulations.
- Ability to create, analyze and interpret complex reports.
- 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.

Physical Demands



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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; reaching, kneeling, and bending to retrieve and replace files; 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 40 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.

- Office environment. The noise level in the work environment is usually moderate.
- The employee may occasionally be required to work outdoors and in inclement weather conditions.

Read and Acknowledged

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date