
IN-HOUSE ONLY

JOB DESCRIPTION

JOB TITLE: Assistant Housing Manager
EXEMPT: Yes
SALARY LEVEL:2 **Minimum:** \$82,084 **Maximum:** \$100,324
EMPLOYEE REPORTS TO: Housing Manager
BARGAINING STATUS: Local Union 818
PREPARED BY: imr **DATE:** June 2012
APPROVED BY: **DATE:**
EXPIRATION DATE: December 9, 2024

SUMMARY

The Assistant Housing Manager works in cooperation with the Housing Manager to assist with Asset management through the delivery of routine property management services, delivery of maintenance services, lease enforcement actions, and health and safety issues. The primary function of the position is to assure that the delivery of property services meets the Authority's obligations under its lease, local law and program regulation in the four major areas of Finance, Operations, Residents and Procurement.

The AHM must be able to perform the skills of a Building Maintenance Worker IV with the additional duties of supervising a work force of semi-skilled and skilled employees. The incumbent coordinates all maintenance staff in the performance of the routine duties. He or she is also responsible for verifying the quality of work performed and redirecting staff as necessary within approved priorities for work completion.

The AHM is assigned to an Amp portfolio and works under the supervision of an Housing Manager and serves in their place in their absence.

ESSENTIAL FUNCTIONS

FINANCE

1. Coordinates, arranges and supervises or provides for the completion of corrective and preventive maintenance in accordance with agency operating procedures, practices and financial considerations.
2. Participates in annual budget preparation as it relates to safety and maintenance of facilities, grounds and equipment.
3. Participates in the annual HANH budget planning process for both operating and capital budgets. Serves, as an advocate for resources for assigned for District functions and identifies priority needs.
4. Assist Housing Manager in overseeing the districts expenditures and ensures that they are managed within budgetary limits.
5. Reviews and approves recommendation from maintenance on resident charges for damages.
6. Review all work orders to ensure proper completion, cost, labor, materials, and any other pertinent information.

OPERATIONS

1. The HM ensures that high standards of safety are developed, met, and maintained at residential services facilities.
2. Arranges and coordinates annual fire safety inspections with the appropriate staff. Follows up on any deficiencies or recommendations.
3. Arranges and coordinates the internal safety inspections of residential services facilities conducted by the Executive Director and certified safety professional. Follows up on deficiencies and recommendations.
4. Participates in the process and function of the agency safety committee as the residential services representative.
5. Ensures that residential services facilities and grounds are maintained in accordance with relevant regulations, agency standards, and fiscal consideration. Develops, implements, and reviews regularly site-specific maintenance logs for each residential services facility.
6. Conducts at least monthly maintenance inspections of each residential services facility with the Asset Manager. Provides a summary of maintenance recommendations to the Director of Housing Management and the Chief Operating Officer.
7. Directs and supervises maintenance staff to ensure that asset management is maintained through routine and emergency work orders, preventative maintenance protocols and appropriate documentation.
8. Instructs maintenance staff in how to complete a task by performing hands-on work.
9. Confers with the Asset Manager regarding specific problems that may arise and offers recommendations for remedial action.
10. Inspects work assignments to ensure that the maintenance staff is performing as specified in their job descriptions and work schedule.
11. Maintains required records on maintenance.
12. Ensures that major equipment and furnishings are maintained in safe, operable condition and/or arrange for replacement.
13. Participates in the development of policies and procedures related to maintenance and safety as an ad hoc member of the residential services management team.
14. Coordinates with Housing Manager as needed to provide information and support on lease enforcement cases involving damage to building systems.
15. Serves as a member of other relevant agency committees as assigned.
16. Assist Housing Manager in the planning and coordinating all preventive maintenance.
17. Conducts weekly or regular project office staff meetings and meetings with maintenance staff.
18. Assist Housing Manager in developing in security planning and special security projects.
19. Coordinate with Housing Manager in inspecting vacant and occupied apartments and project grounds.
20. Coordinate with Housing Manager in ensuring effective maintenance of properties and physical systems.
21. Thorough knowledge of the Public Housing Management Assessment Program (PHMAP) process as it relates to maintenance.
22. Responsible for improving and maintaining a “Passing” PHMAP score for those indicators which are designated under maintenance.
23. Identifies priority Work Order requests and assign to maintenance staff, as needed.
24. Track inventory for work orders on work order form.

25. Work with the Housing Manager in scheduling preventive maintenance and inputting work orders into the system.
26. Assist Housing Manager in identifying and monitoring problem tenants.
27. Maintains the overall integrity of the work order process, work flows, quality control and reporting as required.

RESIDENTS

1. Arranges and coordinates annual fire safety training for all residential services personnel and residents.

PROCUREMENT

1. Maintains a warehouse and supervises delivery of just in time delivery materials. Ensures appropriate documentation of inventory with the assistance of the Housing Manager.
2. Secures major equipment bids and makes recommendations for purchase when replacement or new equipment is required.
3. Assist the Housing Manager in conducting periodic physical inventory counts of warehouse.
4. Performs all other related duties as assigned.

EDUCATION AND EXPERIENCE

Bachelor's degree with at least three years experience with property management for private, public, or assisted housing program and demonstrated skills in lease enforcement, maintenance supervision and budget management.

Each year of work experience beyond the three year requirement may be substituted for one year of academic requirement.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Must have knowledge of trades relating to maintenance of HANH assets. Possess electrical, plumbing and mechanical trouble shooting abilities. An understanding of the tools required for job performance and the ability to use them correctly. Must demonstrate competency at the BMW IV level.
2. Bilingual in Spanish and English preferred but not mandatory.
3. Must have the ability to listen and communicate with a diverse group of individuals. Excellent communication skills, both verbal and written. Cooperative and courteous to the public and be a team player.
4. Must have at least three years supervisory experience in operations, repair and maintenance of multi-family buildings.
5. Understand and follow instructions independently. Ability to work independently without direct supervision.
6. Ability to perform manual tasks requiring physical strength and endurance.
7. Knowledge of and proficiency in basic office computer software including Internet and e-mail systems, Microsoft Word 6.0, Excel, and Project Management.
8. Experience in estimating maintenance and repair costs is considered an asset.
9. Knowledge of Connecticut Tenant/Landlord law.
10. Proven ability to develop and work within property-level budgets.

11. Knowledge of HUD regulations related to occupancy management.
12. Knowledge of physical systems sufficient to coordinate maintenance priorities.
13. Working knowledge of maintenance services and repairs. Must have prior experience managing property or be familiar with property management.
14. Ability to supervise and administer service contracts.
15. Ability to work with figures in an accurate, efficient manner.
16. Ability to work independently, identify and report problems and produce work free from errors.
17. Must have a valid Driver's License.

APPLICATION AND SUBMISSION

THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY.

All applications and resumes must be in the Human Resource Office on or before December 09, 2024.

Resume submission without applications to HANH at 360 Orange Street, New Haven, CT 06511, Fax number (203) 497-8202, e-mail to jobs@newhavenhousing.org. Job descriptions & Applications may be obtained from the address above; The Housing Authority accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1202, or TDD number (203) 497-8434, between the hours of 9:00 - 5:00 p.m. weekdays. Disabled are encouraged to apply.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V