



# HOUSING AUTHORITY

## OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive - Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

### JOB DESCRIPTION

**JOB TITLE:** HOUSING MANAGER

**TYPE:** NON-EXEMPT

**DEPARTMENT:** HOUSING

**SUPERVISOR:** HOUSING SUPERVISOR OR DESIGNEE

### JOB SUMMARY:

The Housing Authority of the City of Key West, Florida (KWA) is dedicated to providing excellent customer service and assistance to its tenants, applicants, and landlords by employing and retaining a highly qualified and well-trained staff that supports its mission.

This position provides on-site housing management services to the housing project. The Housing Manager must perform a variety of tasks related to filling vacancies, maintaining units and providing assistance to residents.

This position is provided with two levels: Public Housing Manager and Public Housing Manager Trainee. Position incumbents who are evaluated as having attained competency in all basic duties of the position will be designated at the Public Housing Manager level. Position incumbents who have not yet attained competency in all areas of performance will be designated as a Trainee. Certification as a Public Housing Manager or ability to obtain within 18 months is required.

### JOB RESPONSIBILITIES:

- Process new tenants in accordance with HUD and Housing Authority policies and procedures to include the "SAVE" program to document immigration and citizenship status of residents and applicants; utilize the REAC system to search the national database for bad debts and duplicate subsidy on any new resident.
- Perform annual recertification of tenants, interim certifications, rent adjustments and other tenant functions.
- Conduct all rent collection functions at any housing project, including:
  - receiving rent monies from tenants and issuing receipts;
  - making deposits to Housing Authority accounts daily during normal rent payment periods and as required;
  - preparing daily statements of operation (DSO's) for Housing Authority Finance Department;
  - making ledger entries in tenant ledgers;
  - preparing monthly balance sheet(s) of accounts receivable for rental of project units;



EQUAL HOUSING  
OPPORTUNITY

- processing rental adjustments, as appropriate, including late charges, maintenance charges, attorney fees, etc.
- Process documentation for the initiation of actions for evictions;
- Process Notice(s) to Vacate, including notifying Maintenance for required inspection(s), securing of keys, rent and related charges due, and determining the amount of any refund(s) due to tenants;
- Process transfers of residents when needed, including placing resident on transfer list;
- Monitor the Emergency Maintenance Line, dispatch calls and use Language Line service if necessary.
- Monitor front office logs, to include;
  - Protective Service Aide Daily Log
  - Protective Service Aide Checklist
  - Visitor Sign in log
  - Absent Resident Log
- Deliver notices to residents concerning rent, other resident organization meetings, and other Housing Authority activities and services;
- Run criminal history checks and generates EIV Income Summary reports and Income Validation Tool checks for recertification.
- Maintain the maintenance and security of all resident files and other confidential information, ensuring that such confidential information will not be released without an affidavit from the resident and/or approval of the Executive Director or his designee;
- Conduct tenant meetings and other necessary interactions with residents, always mindful that they are our customers whom we should treat respectfully and that their homes are they private dwellings while staff are carrying out performance of their responsibilities;
- Support of and coordination with the Maintenance staff, including:
  - assisting residents with, or processing maintenance complaints/problems, and posting tenant charges as appropriate;
  - assisting the Maintenance staff with oversight of all community maintenance and landscape activities and resident violations related to the overall maintenance of the project's property;
  - conducting "walk-through" inspections of property and/or units when designated to do so, and coordinating any work orders arising from this inspection process;
  - assisting in and supporting the Annual Hurricane Clean-up process, ensuring any tasks not performed is reported to the Property Director and/or Designee.
- Assist with or perform a variety of other administrative and accounting or financial tasks and procedures following Housing Authority policies and assisting other Housing Authority Directors as required, including:
  - preparing Purchase Requisitions and Supply Orders for processing;
  - performing all assigned computer and file maintenance tasks;
  - preparing petty cash vouchers and the proper usage of petty cash funds;
  - preparing daily deposit slip(s) and daily balance sheet;
  - assisting with or performing bank balancing by checking against receipt copies and register tapes;
  - securing resident files and overall security of rental collection site;
  - preparing monthly calendars and other reports (to include monthly report) to Property Director or his designee;
  - meetings with the Executive Director, Property Director, their designees, and residents, as needed, to support and facilitate the resolution of problems and other tenant issues;
  - assisting the Resident Coordinator in preparing and submitting articles for the monthly resident newsletter;

- prepare appropriate reports/items for the Board of Commissioners' agendas.
- Facilitate the communication with a variety of social service and/or government agencies;
- Perform other duties as assigned by the Property Director, and/or designee.

**EXPERIENCE/QUALIFICATIONS:**

- Completion of High School diploma, or GED, is the minimum educational requirement.
- Completion of an Associate Degree in Business Administration, Public Administration, or a related field is preferred.
- Applicants should have a minimum of two years experience in general office procedures (clerical and bookkeeping); rental property management, public service agencies, or related areas. Experience may be substituted for the educational requirements on a two-to-one basis; two years of experience for every one year of education required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of general office procedures, including basic typing skills, file management systems, and general computer operations.
- Knowledge of basic business mathematics and bookkeeping procedures.
- Ability to exercise discretion and good judgment concerning confidential matters.
- Strong organizational skills.
- Strong interviewing and interpersonal skills.
- Ability to work without direct supervision and the ability to take responsibility for meeting program goals.
- Ability to greet and interact with the public and other employees in a courteous and helpful manner, presenting a positive image of the Housing Authority towards others.
- Under no circumstances should an employee enter a tenants' apartment without a work order or the tenant's consent, unless there is advanced written approval, or action that must be taken as deemed necessary as provided in the Lease Agreement.

**COMPETENCIES:**

- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read

and interpret written information.

- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

**PHYSICAL DEMANDS:**

- Must be able to traverse property and facility.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift and/or move up to 25 pounds at a time.

**SPECIAL REQUIREMENTS:**

- Possess a valid Florida Driver's License.
- Availability to travel.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The requirements for this position are indicative of the mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted whenever possible.

Employment is subject to a probationary period of 12 months.

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Signature

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Date

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Witness

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Date