



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-MIDDLE KEYS

TYPE: NON-EXEMPT

DEPARTMENT: HOUSING

SUPERVISOR: HOUSING SUPERVISOR

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 is a critical position providing management and oversight for Housing Authority properties within Monroe County. This position will ensure the proper application and operations of property management, the HOME and HUD policies, local, state, and federal regulations.

This position incumbent must have HOME Certification and HUD Multi Family Certification or ability to obtain within 18 months.

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; utilize the REAC system to search the national database for bad debts and duplicate subsidy on any new resident.
- Use the HUD required REAC Employment Income Verification "EIV" system to verify income of residents at recertification and within 90 days of occupancy for new residents;
- Prepare HOME reports for accuracy and submit on a monthly basis.
- Perform annual recertification of tenants, interim rent adjustments and other tenant –related functions as required, issues lease violations and Notices to Quit and Vacate as needed. Entering all data into the TRACS system on a timely basis.
- Perform all rent collection functions at any housing project, including:



EQUAL HOUSING
OPPORTUNITY

- receiving rent monies from tenants and issuing receipts; process and record payments to tenant accounts;
- processing rental adjustments, as appropriate, including late charges, maintenance charges, cable charges, attorney fees, etc.;
- preparing daily statements of operation (DSO's) and submitting to Finance Department in a timely manner each day;
- making ledger entries in tenant ledgers;
- review and approve tenant refunds monthly;
- preparing monthly balance sheet(s) of accounts receivable for rental of project units;
- review and approve utility reimbursement payments monthly;
- 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;
- Deliver notices to residents concerning rent, resident organization meetings, and other Housing Authority activities and services;
- Conduct tenant meetings and other necessary interactions with residents.
- Oversee, support, and ensure coordination with the Director of Maintenance and Maintenance staff, including:
 - assisting residents with, or processing maintenance complaints/problems, and posting tenant charges as appropriate;
 - assisting the Maintenance Director 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;
- Perform a variety of other administrative and accounting tasks while following Housing Authority policies and procedures including, but not limited to:
 - preparing Purchase Requisitions and Supply Orders for processing;
 - reviewing and approving quarterly collection loss reports;
 - reviewing and approving tenant refunds monthly;
 - approving time cards and PCN's for housing staff and providing to Finance;
 - performing all assigned computer and file maintenance tasks;
 - 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 Director of Housing or their designee;
- Coordinate with Housing Applications staff to insure that apartments are rented timely; provide support and coordination for the resolution of move-in and move-out issues, lease processing and related issues;

- Assist in developing policy and procedures for staff;
- Perform regular office audits on files, re-certifications, related documentation, ensuring internal controls are maintained and audited regularly;
- Assist with submission of voucher to North Tampa Housing Development Corporation.

EDUCATION AND EXPERIENCE:

- 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.

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.
- Knowledge of office management techniques and principles of business correspondence.
- Detailed knowledge of accounting and previous experience with HUD property rentals.
- Ability to travel and to work non-routine hours, if required.
- Ability to perform complex clerical, recordkeeping and report preparation tasks independently.
- Ability to make decisions, exercise discretion, and use good judgment concerning confidential matters following established policies and procedures.
- Strong interviewing and interpersonal skills.
- Ability to work without direct supervision and the ability to take responsibility for meeting program goals.
- Ability to supervise and motivate others to achieve organizational and programmatic goals.
- Demonstrated knowledge of the Public Housing Lease and the Admission and Continued Occupancy Policy, the standard administrative guidelines to property management which governs public housing policies.
- Familiarity with applicable local, state and federal laws and HUD regulations.
- Training in Public Housing Occupancy and Leasing, and Asset Management.
- Ability to effectively communicate with residents, staff, management.

SPECIAL REQUIREMENTS:

- Must be able to traverse property and facility.
- Must have a valid Florida Driver's License.
- This position is located in Marathon and requires occasional travel to Key West and Key Largo.

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.

Signature

Date

Witness

Date