

POSITION DESCRIPTION

TITLE: PUBLIC HOUSING MANAGER – Amesbury Housing Authority

JOB SUMMARY

The Public Housing Manager plays a crucial role in overseeing the administration and management of public housing programs, ensuring compliance with federal, state, and local regulations. This position is responsible for fostering a positive living environment for residents while effectively managing property operations. The Public Housing Manager is responsible for all aspects of the occupancy cycle for elderly and family public housing. Major duties of the position include the enforcement of the lease, maintenance of housing application waitlists, eligibility screening, tenant selection, rent calculations and recertifications, and all associated reporting to management and oversight bodies. The position also assists with coordination of maintenance work orders, unit turnover, resident service needs and resident dispute mediation. The incumbent will have strong organizational and customer service skills and be able to work effectively with a diverse cultural and socio-economic population.

SUPERVISION RECEIVED

The incumbent receives direct supervision from the Executive Director of the Agency.

SUPERVISION GIVEN

The incumbent supervises the Housing Coordinator position. The incumbent may also provide temporary supervision of all staff in the absence of the Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to work efficiently and maintain accurate records.
2. Strong organizational skills.
3. Familiarity with audit standards and file testing.
4. Strong attention to detail, critical thinking, and analytical skills.
5. Proficiency in Microsoft Office programs.
6. Ability to become proficient in utilizing the Authority's housing information system and related software modules.
7. Strong written and verbal communication skills.
8. Ability to work effectively with community service partners and government oversight bodies.
9. Strong customer service skills.
10. Ability to work with a diverse resident and applicant population.
11. Ability to work both independently and in a team environment.

PRINCIPAL DUTIES

1. Maintenance of housing waitlists using the Massachusetts Common Housing

- Application for Massachusetts Programs system (CHAMP) and the Authority's internal software.
2. Determination of initial and continued eligibility for applicants and residents.
 3. Tenant selection and new resident orientation.
 4. Resident rent calculations and recertifications (annual and interim).
 5. Assist with unit move-out and move-in inspections.
 6. Lease enforcement.
 7. Ensure Authority and resident compliance with state and federal guidelines.
 8. Interpretation and application of local, state and federal policies, procedures and regulations.
 9. Prepare subsidy requisitions and submittals to funding bodies.
 10. Assist with the coordination of maintenance work orders and vacant unit turnover.
 11. Assist with rent collections and delinquent account collections.
 12. Work with local government officials, community service providers, and charitable groups to assist applicants and residents.
 13. Work with regional attorneys and/or executive director in matters of lease noncompliance, notices to quit, reasonable accommodation requests, and resident disputes.
 14. Creating required reports for executive director, board of commissioners and government oversight bodies.
 15. Performs all other related duties of the position as required.

EDUCATION AND EXPERIENCE

The ideal candidate will have a minimum of two years' public housing experience. A two- or four-year degree from an accredited institution with a focus in business administration, public administration, social work, real estate, or similar focus is preferred. Prior experience in property management or public housing may be considered as a substitute for a college degree. The ideal candidate would have some mix of higher education and professional experience.

The candidate will be required to attend state and federal training as directed by the executive director. They must also apply and receive their notary status within 6 months of hire.

The candidate must have reliable transportation and be able to: travel to tenants' homes, property tours and conferences/trainings.

HOW TO APPLY

Please apply via Indeed posting or email cover letter and resume direct to Dr. Annmary I. Connor, aconnor@amesburyha.com.

REVISION DATE: May 1, 2025
