



HOUSING AUTHORITY OF THE CITY OF LUMBERTON

900 N. Chestnut St. • Lumberton, NC 28358

www.lumbertonhousing.com • (910) 521-9711 • (910) 521-8765 Fax

Job Description

Title: Asset/Amp Manager

Reports To: Director of Public Housing

Department/Division: Public Housing

FLSA Status: Non-Exempt

Employment Status: Full-Time

Date: August 25, 2020

Position Summary

Responsible for overall management, operations, and admissions for one or more properties in the Agency's conventional public housing programs and providing regular reports on fiscal and occupancy status. The Asset/Amp Manager is responsible for monitoring budgets, preparing reports of activities and fiscal status, monitoring operating practices and procedures. Responsible for performance that positively contributes to the Agency receiving satisfactory ratings in HUD Agency performance evaluation systems, such as Public Housing Assessment System (PHAS) or other future HUD evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Ensures compliance with applicable HUD guidelines as well as federal, state, and local regulations, laws, ordinances, and the Agency's administration of programs.
2. Responds to inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.
3. Assists applicants in completion of forms and identification of required documents.
4. Reviews applications and documentation for completeness, logs applications, and accurately inputs data into computer.
5. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.
6. Ensures that all requirements for written, independent verification of information are met in an appropriate and timely manner.
7. Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.



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8. Oversees the orientation and briefing process for new residents.
9. Ensures appropriate annual recertification of residents and calculation of interim adjustments and entry of data into computer database. Monitors, prepares, and distributes annual recertification and interim adjustment notices.
10. Prepares, coordinates and oversees the proper disposition of, all paperwork relating to renting or vacating housing units in accordance with established procedures.
11. Responsible for entering, submitting and maintaining resident information through electronic PIC system.
12. Prepares and submits 50058 report in a timely manner.
13. Responsible for move-in/move out procedures, monitoring of service contracts, and timely response to resident service requests, ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts.
14. Performs new move-in/move-out, housekeeping, and emergency inspections, and re-inspections. Ensures Uniform Physical Condition Standards (UPCS) Protocol adhered to in performance of Real Estate Assessment Center (REAC) inspections as assigned. Oversees preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.
15. Informs residents of REAC inspections and accompanies REAC inspector on inspections.
16. Performs walk-by inspections, at least monthly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions. Issues citations when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.
17. Effectively handles complaints and legal matters within area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.
18. Monitors lease violations and delinquent rent roll; oversees issuance of delinquent notices and late payment charges and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary. Monitors abandoned units.
19. Interacts with Attorney to initiate court proceedings against residents for non-payment of rent within time frame allowed by law to expedite cases; issues eviction notices when necessary.
20. Reviews and monitors Tenant Account Receivable (TAR) report and carries out the accounts receivable/rent review and collection process in a timely manner. Accepts rental payments and processes in accordance with Agency procedures. Follows up on delinquencies by arranging late payment agreements, collecting rent in person, scheduling grievance hearings, or initiating the eviction process as appropriate. Testifies in court as necessary.



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21. Monitors, reviews and analyzes housing management data and prepares monthly, quarterly, and annual and/or other reports as required addressing occupancy, delinquency rates, and other related information in a timely manner.
22. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
23. Oversees all maintenance and Capital Improvement activities, identifies the physical conditions of Agency properties, and makes certain they are maintained in marketable condition. Oversees the procurement of architectural and engineering services, contractors, and other professional services for ongoing and future plans and developments.
24. Reviews work orders for completion and accurate charges to residents when applicable.
25. Maintains continual and ongoing communication with residents, resolves concerns to foster a feeling of pride in their units and the community, and a sense of belonging to the Agency family.
26. Prepares outreach programs and send information to the community and other social service agencies and advertises in the newspaper.
27. Seeks out financial support for needy families, gives referrals to disabled and elderly residents in need of assistance with housekeeping and works with Child Protective Services, Adult Protective Services, and Area on Aging.
28. Confers with Safety and Security Coordinator and Police Department; Reviews Offense Reports which include all calls in and around the Agency, identifies lease violations, documents, sends letters to residents and maintains all incidents violations in resident files.
29. May be responsible for purchase of office and other administrative supplies for the property in accordance with the Agency's procurement policy
30. Schedules pest control annually and maintains and tracks keys for apartments.
31. Coordinates the improvement of communication and cooperation between residents and management by staying knowledgeable of, and ensuring residents are informed of, new rules, laws, regulations, etc., as interpreted by the Agency. Meets periodically with residents to outline changes and/or new directions in policies and programs.
32. Counsel's residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems. Ensures residents are appropriately notified of lease violations, eviction proceedings. Ensures referral of residents to appropriate social services personnel when indicated. Works closely with other Agency departments in coordination of efforts to ensure that residents receive available services.
33. Responsible for deterring and preventing resident fraud and abuse through participation in the Agency's program to prevent fraud and abuse, through rent review, verification of income, counseling, prosecution, etc.



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34. Attends training as necessary to learn new skills and to review rules, regulations and policies.
35. Reviews and remains current on all relevant rules and regulations concerning appropriate Agency housing programs, as well as applicable local, state, and federal laws, regulations, codes, Agency's Admission Continue Occupancy Policy (ACOP), state Landlord-Tenant laws, Agency's Annual & 5-year plans and Agency rules, regulations, and administrative plan.
36. Attends relevant Agency meetings to exchange information and further the development and implementation of processes and activities to enhance overall performance, effective operations, and maintainance of optimum lease-up rates.
37. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

Bachelor's degree in Business, Public Administration, or Social Sciences from an accredited college or university and at least five (5) years of progressively responsible experience in management or in an administrative capacity in property management or low-income housing, or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Property Management
- Occupancy Specialist
- Rent Calculation
- Enterprise Income Verification System
- Fair Housing
- Uniform Physical Condition Standards

Knowledge and Skills

1. Thorough knowledge of Agency policy and procedures as they pertain to property management and occupancy
2. Thorough knowledge of HUD rules and regulations that apply to public housing management.
3. Working knowledge of laws and standards that apply to public housing property management, such as Fair Housing Laws, OSHA Standards, local and state building codes.
4. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
5. Working knowledge of the operation of the Agency's computer system and applicable software.
6. Working knowledge of the agencies that provide assistance and services to residents, including knowledge of eligibility requirements.



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7. Knowledge of mathematics and general accounting procedures sufficient to perform calculation required for summarizing rent collections, making deposits, rent adjustments, and assisting the Director of Public Housing in preparation of the annual operating budget and long-term budgets.
8. Ability to maintain required records such as resident files, vacancy reports, etc.
9. Ability to procure goods and services in accordance with Agency procurement procedures and in keeping with the approved operating budget for the property.
10. Ability to read and interpret policies and guidelines in order to make sound decisions.
11. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
12. Ability to operate appropriate Agency computer equipment and software packages.
13. Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed.
14. Skilled in analyzing situations in order to identify problems and offer possible solutions.

Supervisory Controls

The Asset/Amp Manager receives instructions primarily from the Director of Public Housing. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when problems are brought to the attention of the supervisor and when the supervisor is contacted by the employee for direction. The employee's work is reviewed for accuracy and compliance with Agency policies, federal, state, and local regulations and attainment of objectives. The Asset/Amp Manager has no supervisory duties.

Guidelines

Guidelines followed by the Asset/Amp Manager include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity requirements. These guidelines cover most job-related situations and the employee is often required to use independent judgment in making decisions within established parameters and area of expertise. When unusual situations arise or when clarification or guidance is called for, the employee consults with the Director of Public Housing.

Complexity

The employee performs related duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The course of actions is determined by the circumstances, assessment of critical issues, supervisor input, and by established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and property management issues using personal judgement based on prior experience.



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Difficulty may be experienced in making final application determinations and in applying appropriate HUD and PHA criteria in situations such as counting or exempting individuals' income.

Scope and Effect

Asset/Amp Managers are key employees in the management and operation of affordable public housing and their work affects residents, coworkers, Agency profitability, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Agency's image in the community and its ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

Personal Contacts

The employee's personal contacts are mostly with local officials (police, city council members, City Code Enforcement) and Safety and Security Coordinator, outside service agencies, contractors, advertising contacts, social workers, other employees, and residents assisted by the Agency. The purposes of these contacts are to obtain or provide information, plan and coordinate, and to advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Contact often requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals, and potentially volatile situations.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion during on-site visits with residents or staff members and inspections of units and/or facilities.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g. moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to work around various fumes, odors, and dusts.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.
9. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
10. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during visits to housing developments, sites, dwellings, or facilities.

Other Requirements

1. Must possess a State of North Carolina driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of the City of Lumberton is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of the City of Lumberton is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE