

Gainesville Housing Authority
Job Description
Occupancy/ Portfolio Manager

SUPERVISION RECEIVED:

The Occupancy/Portfolio Manager shall work under the direct supervision of the Deputy Director and indirect supervision of the Executive Director.

SUPERVISION EXERCISED:

Maintenance and contract workers.

POSITION CLASSIFICATION:

Non-Exempt.

OCCPANCY/PORTFOLIO MANAGER SUMMARY:

This position has two primary responsibilities to maintain at minimum 98% lease up for all GHA's public housing properties and manage Gainesville Housing Development and Management Corporation (GHDMC) rental portfolio.

The Occupancy Portfolio Manager (OPM) maintains the public housing waiting list determining eligibility and orienting new participants in compliance with HUD guidelines and the GHA's Admissions and Continued Occupancy Plan (ACOP).

The OPM is responsible for asset management activities, including oversight of properties, financial and occupancy reporting, and compliance.

OCCPANCY RESPONSIBILITIES:

- Interviews applicants from the waiting list for the Public Housing Program to determine eligibility by verifying all income, allowances, and assets in compliance with Federal Regulations and GHA policies. Notifies applicants of determination. If necessary, makes corrections to file in a timely manner.
- Shall maintain monthly records of application activity (Waiting list).

- Responsible for notifying the family of their eligibility or ineligibility status and maintaining records of those families' determinations.
- Shall be responsible for providing eligible families to property managers for move in.
- Assist staff with the group and individual presentations orienting applicants regarding program rules, regulations, and responsibilities.
- Shall provide excellent customer service by responding to information requests, conducting research, providing solutions to problems and correcting errors.
- Shall maintain applicant files and safeguard all sensitive documents in locked filing cabinets and/or room and adhere to Federal Privacy Act.

GHDMC RESPONSIBILITIES:

- Establishing portfolio management strategies which seek to mitigate risk and actively seek out areas for improvement.
- Conducts regular analysis of operating statements, budgets, property condition and other data relating to asset management reporting to the Executive Director.
- Maintains clear and consistent communications with Executive Director regarding project capital and operating budgets, lease up, maintenance, rent collections, annual monitoring and day to day procedural issues.
- Coordinates minor to moderate property improvement or rehabilitation work to be done by independent contractors and Facility Director for major construction projects.
- Manage the strategic plans for the portfolio assigned, including management of the performance improvement programs.
- Collaborate with procurement, planning, resident services, legal, vendors and other GHA departments to deliver high quality customer service.
- Manage preventive and capital maintenance annual plans for the assigned portfolio.
- Responsibilities include, rent collections, unit inspections, routine maintenance of units, marketing and outreach and lease enforcement.
- Shall perform any other duties as assigned by Management.

ACQUIRED EDUCATION AND EXPERIENCE:

- Bachelor Degree in Business administration, public administration, or related field and/or a minimum of three years of or any equivalent

combination of education, training and experience which provides the required skills, knowledge, and abilities.

A valid Florida's Driver's license and vehicle is required and must be maintained throughout period of employment.

COMPETENCIES:

- **CRITICAL THINKING:** Ability to obtain, analyzes, synthesize and evaluate information effectively.

Utilizes logical reasoning to make judgements in accordance with established professional and organizational criteria.

Objectively identifies goals and makes decisions by considering both short-term and long-term implications.

Creatively identifies opportunities to increase efficiency, simplicity.

Effectively recognizes and considers the forces, events, entities, and people that effect a situation before making a conclusion.

- **ORGANIZATIONAL ACUMEN:** The ability to understand and navigate governance, administration, and culture in the internal and external environment demonstrating commitment to organizational mission.

Acts in a decisive, timely and appropriate manner that is congruent with the organization's values and goals.

Integrates and balances big picture concerns related to political, social and economic issues effecting the organization with day-to-day activities.

Knowledgeable of policies, practices, trends and information that impact the organization.

- **STAKEHOLDER FOCUS:** Centralize all efforts and tasks around meeting the needs of stakeholders to support the organization.

Addressees' stakeholder need in a positive and efficient manner by involving the right people and resources at the right time.

Understands the audience and seeks feedback to identify opportunities to improve the relationships and deliverables.

- Creates Stakeholder value utilizing service processes that attract, solidifying and expand the total stakeholder relationship.
- Considers the impact on all stakeholders when taking action or carrying out one's own job responsibilities.
- **EFFECTIVE COMMUNICATION:** Ability to listen and effectively relay information to others in all forms of communication.
 - Communicates effectively and share information appropriately with internal and external constituents through multiple mediums.
 - Interprets information, ideas, and instructions clearly in verbal and written communication.
 - Demonstrates active listening checks for understanding and clarity by asking the right questions.
 - Maintains composure and communicates in a direct, truthful, transparent and positive manner.
- **ADAPTABILITY/INNOVATION:** Applies original thinking in approaching job responsibilities, overcoming challenges and adjusting to changes in one's environment.
 - Sustains effectiveness in varying environments with different tasks, responsibilities, and people in the face of ambiguity or uncertainty.
 - Courageous with ideas,; generates new ideas and creative solutions that impact results.
 - Maintains flexibility to accept, embrace and lead change.
 - Responds effectively to unique needs, adapting solutions and providing creative and/or flexible options.
- **ACCOUNTABILITY:** Takes responsibility for work activities, personal actions and self-development.
 - Acts resourcefully, ensuring work is completed on time and to quality standards within legal guidelines and policy.
 - Finds opportunity for personal and professional development keeping up-to-date on technical and functional aspects of one's job.

- Accepts feedback openly, acknowledging and learning from mistakes, without becoming defensive.
- Uncovers problems and issues and removes barriers in order to move the work forward.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date