

Jurisdiction: Ithaca Housing Authority

Jurisdictional Class: Competitive

Adopted: 05/11/76

Revised: 06/15/93, 02/07/02, 02/23/05, 04/06/05, 02/25/09, 09/15/10, 09/07/22

Title changed from "Public Housing Manager" to "Property Manager": 02/25/09

PROPERTY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a managerial position responsible for the day-to-day supervision and management of a public housing complex. The incumbent acts as the administrator of a residential community, supervising employees' activities in the leasing, management, maintenance and operation of such property according to the Ithaca Housing Authority rules, regulations, policies and procedures. The incumbent is responsible for the review and clarification of applications for admission to public housing units, and annual re-examinations for continued occupancy. The incumbent also performs a variety of services designed to foster or improve relationships between tenants and the Ithaca Housing Authority. The work is performed under the general supervision of the Executive Director or Deputy Director of the Ithaca Housing Authority. Supervision is exercised over the work of subordinate staff engaged in public housing activities. Does related work as required.

TYPICAL WORK ACTIVITIES:

Approves/disapproves applications for subsidized housing for initial and continued occupancy;
Gathers information relating to eligibility determination via interview, telephone or related contacts;
Determines initial eligibility of applicants for tenancy;
Recertifies continued eligibility of each tenant on an annual basis;
Determines rent amounts in accordance with federal guidelines;
Collects and deposits rent payments;
Prepares leases and executes lease agreements with prospective tenants;
Enforces terms of rental agreements;
Supervises and/or participates in the management, planning, organization and supervision of housing project operation activities;
Supervises subordinate staff engaged in public housing activities;
Maintains a waiting list of eligible applicants for subsidized housing;
Resolves tenant complaints by investigating tenant complaints and developing possible solutions;
Oversees eviction proceedings as necessary;
Makes appropriate tenant referrals to human services agencies;
Monitors various tenant charges;
Oversees transfer requests;
Prepares and maintains a variety of accurate records and reports, including financial records from property operations, monthly financial reports and operations results for property owner;
Advises and counsels tenants with respect to personal and interpersonal concerns;
Prepares monthly statistical reports for review by the Executive Director and Board of Commissioners;
Attends meetings and conferences related to position as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the applicable Federal, State and local rules, regulations and guidelines governing eligibility for public housing programs; good knowledge of business English and math; working knowledge of community resources; skills in interviewing and meeting with the public; computer proficiency, including word processing and spreadsheet programs; good communication skills; good documentation skills; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to read and interpret complex written material; ability to prepare a variety of reports, including narrative, tabular and financial reports; ability to establish and maintain effective working relationships with others; ability to successfully work with a diverse population; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in human services, psychology, sociology or a closely related field with similar course curriculum and one (1) year of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or
- B. Possession of an Associate's degree in human services, psychology, sociology or a closely related field with similar course curriculum and three (3) years of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid experience, or its part-time and or volunteer equivalent, in a responsible human services position in a public or private human service or community agency; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.