



MONTGOMERY COUNTY HOUSING AUTHORITY

ASSISTANT DEVELOPMENT MANAGER OF BRIGHT HOPE COMMUNITY

SUMMARY:

The Montgomery County Housing Authority (MCHA) is accepting applications for the position of Assistant Development Manager at the Bright Hope Community (BHC) for families located in Pottstown, PA. The selected candidate will join a team that provides administrative oversight of the Public Housing Program (PH). The incumbent must remain knowledgeable of MCHA and HUD rules and regulations as well as other federal guidelines that govern public housing programs. Compensation includes a starting salary within the range of \$39,500 to \$42,000 plus full employee benefits after completion of a 90-day probationary period.

ESSENTIAL JOB FUNCTIONS:

- Performs front office duties in the assigned community on behalf of the MCHA to address tenants' needs or respond to visitor issues during working hours.
- Assists the Manager of PH with the overall and efficient operation of the department, including but not limited to assisting with management of various sites and/or projects as required or assigned.
- Completes work order requests, submits to maintenance staff for completion. Communicates with tenants and maintenance staff about status. Follows up as necessary.
- Completes rent calculations accurately, lease units, explain information to families, handle/manage tenant relation problems and relate and interact with people of a diverse economic, ethnic, age and racial background.
- Conducts annual or interim re-certification process for assigned residents. Conducts resident interviews for interim and re-examinations, processes in timely manner. Handle lease addendums, rebates etc.
- Accepts and processes rent payments. Follows up with necessary paperwork for late payments. Coordinates the collection and processing of delinquent rental payments which will include rent, maintenance charges and other related charges.
- Ensures that all possible efforts are made to keep vacant units leased and occupancy levels at 100%.
- Monitors vacancy turn-around time to ensure HUD and Agency compliance.
- Conducts briefings and orientation sessions with prospective tenants.
- Maintains files consistent with HUD and document retention practices.
- Routinely uses technology including Tenmast Housing software, HUD website, Department of Public Welfare and banking check scanners in the execution of property management duties.
- Conducts routine inspections for new move-ins and existing residents housekeeping and REAC preparation. Handle move-ins and move-outs.
- Assists with management of PH waiting list as required.
- Communicates professionally and confidentially with the residents and public demonstrating the ability to initiate good public and client relationships.
- May participate in informal or formal hearings with residents in regards to termination of tenancy, lease violations or policy violations.
- Completes incident reports for all acts of improper conduct, accidents and/or injuries of employees, residents, visitors, vendors, and contractors. Investigates and follows-up with all incidents to ensure resolution.
- Travel between developments and offices located in the MCHA's portfolio as required or assigned.
- Recruit, supervise and train any volunteers.
- Makes referrals to other MCHA services, such as ROSS Coordinator or to other community agency services.
- Attends and participates in resident activities and Agency-sponsored activities.
- Contributes to team efforts by performing any other duties and responsibilities as required or assigned.

ADDITIONAL DUTIES & RESPONSIBILITIES:

(1) Handle sensitive issues and information, such as resident information, with confidentiality and discretion.

REQUIRED MINIMUM QUALIFICATIONS:

Five years of progressively responsible experience in administrative work. Appropriate formal and on-going training to maintain strong administrative skills. Must possess valid Driver's License and own transportation. Current certification or ability to obtain certification as a Public Housing Manager with standards established by the National Association of Housing and Redevelopment Officials.

KNOWLEDGE & SKILLS, ABILITIES:

- Knowledge of the functions, organization and governing laws and regulations of the MCHA.
- Ability to adapt office practices, procedures and equipment to maintain operations.
- Possess understanding of records management principles.
- Ability to be detail oriented and manage time to meet deadlines.
- Knowledge of: Business English, spelling, punctuation and mathematics
- Ability to speak and write effectively
- Ability to plan, assign, review and supervise the work of clerical staff
- Working under pressure of deadlines
- Maintaining effective working relationships with co-workers, participants, and the general public.
- Operating a personal computer utilizing standard and specialized software
- Effective verbal and written communication.

How to Apply

Submit resume and cover letter to HR@montcoha.org by COB on **Friday, March 15, 2019.**

EEO Statement

The Montgomery County Housing Authority (MCHA) provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.