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 E-Mail: jobs@cambridge-housing.org
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To:	All Interested Individuals
From:	Human Resources Department
Date:	October 27, 2015
Re:	Housing Manager I

JOB POSTING

HOUSING MANAGER I

Cambridge Housing Authority is seeking applicants for a Housing Manager I. This is a responsible, hands-on position that supervises the administrative and maintenance functions of a housing portfolio that currently includes elderly and family developments. Responsibilities include developing and managing property budgets, rent collection activities, rent re-certifications, vacancy preparation, unit inspections and capital improvements. Implementation of long-range management and maintenance programs and supervision of maintenance personnel are also responsibilities of this position.

Qualified candidates will have a strong background in property administration and lease enforcement, the ability to understand and apply policies and regulations, and the ability to communicate effectively. Supervisory experience is necessary.

A BA degree and tax credit certification is preferred. Public housing and tax credit experience is also preferred.

CHA offers a competitive benefits program including health insurance through the Group Insurance Commission, FSA's, Blue Cross Blue Shield dental insurance, the State Retirement System, additional voluntary benefits, and MBTA Corporate T-Pass Program.

Pay Grade/Salary:	Pay Grade: 14 Salary: \$33.26/hr.
Application Deadline:	November 16, 2015
Please send cover letter and resume to:	jobs@cambridge-housing.org
Resumes may also be dropped off in-person or mailed to:	CHA Central Office 362 Green Street, 3 rd floor Cambridge, MA 02139

Emails should reference position title in subject line. Resume and cover letter must be an attachment and not included in body of email. It is the policy of Cambridge Housing Authority to give preference in employment to Section 3 eligible individuals. Cambridge Housing Authority is an equal opportunity affirmative action employer. Minorities, handicapped and others are encouraged to apply.

POSITION TITLE:	HOUSING MANAGER I
DEPARTMENT:	OPERATIONS
GRADE	14
REPORTS TO:	DIRECTOR OF PROPERTY MANAGEMENT
FLSA STATUS:	NON-EXEMPT
UNION:	TEAMSTERS LOCAL 122
DEPT. APPROVED:	8/10/2015
HR APPROVED:	8/10/2015

SUMMARY

The primary purpose of this position is to perform managerial and supervisory work involving the management and operation of one or several small to medium-sized housing developments.

All activities must support the Cambridge Housing Authority's ("CHA" or "Authority") strategic goals and objectives and produce results that accomplish the goals of the Housing Management department.

QUALIFICATIONS

Bachelor's Degree in property management, real estate, or other related field and three (3) to five (5) years of related experience with supervising three or more employees. Must have valid MA driver's license and be insurable under CHA policies. An equivalent combination of education and experience may be considered. Must obtain Public Housing Manager Certification within one year of date of hire.

TECHNICAL SKILLS

To perform this job successfully, an individual should have strong computer skills (MS Word, MS Excel, MS Access, and MS Outlook). Ability to learn other computer software programs may be required by assigned tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The statements below describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Plans and assigns the work of a group of employees engaged in the management and maintenance of PHA properties; trains new employees in their duties and responsibilities; conducts periodic staff meetings to discuss and resolve problems
- Interviews prospective tenants to determine their housing needs and preferences; shows available units to prospective tenants; completes necessary rental forms; explains pertinent rules, regulations, rights and responsibilities to new tenants; speaks with tenants daily concerning housing related problems such as rent delinquency, rental charges, maintenance needs, etc.
- Speaks with tenants who are delinquent in their rent to determine reasons for delinquency and to set up an acceptable repayment schedule; follows up to ensure that rents are paid

- Inspects apartments, the physical plant, buildings and grounds to determine maintenance needs; coordinates with the Maintenance Foreman or the maintenance staff to establish a daily work schedule and to determine priorities; implements and maintains the Authority's preventative maintenance program
- Meets with tenants and local tenant councils to discuss mutual goals and to resolve problems, maintenance and security needs, and requests for transfers; develops good relationships between tenants and the Authority
- Meets with the Tenant Services Coordinator and/or staff to develop goal programs and priority schedules based on the needs of the community
- Prepares the annual budget for the development(s) under his/her supervision and maintains appropriate financial and inventory records to monitor budgetary allocations
- Prepares required reports including the Monthly Management Report, reports expressing unit turnover data, and rent delinquency reports
- Directs the preparation of the annual rent determinations for the apartments under his/her jurisdiction
- Performs other related duties as assigned

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

BEHAVIORAL COMPETENCIES

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

JOB COMPETENCIES

- Knowledge of principles, practices, methods, and techniques of housing management
- Knowledge of local, state, and federal rules and regulations applicable to public housing and public housing tenants
- Knowledge of the problems encountered in the placement and maintenance of low-income individuals and families in public housing
- Knowledge of supervisory methods and techniques
- Knowledge of instructional methods and techniques as applicable to the conduct of inspection of residential properties to ensure their inadequacy
- Knowledge of administrative principles and practices
- Ability to present ideas effectively, both orally and in writing
- Ability to prepare narrative and statistical reports
- Ability to meet and resolve operational problems with other local, state, and federal agencies
- Ability to establish and maintain effective working relationships with associates and tenants

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds. Work may entail travel to meetings, conferences, and workshops in other cities.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment. The noise level in the work environment is usually moderate.

TDD 1-800-545-1833, x 112
(Telecommunications devices for the deaf)