

**Worcester Housing Authority
630A Plantation Street
Worcester, MA 01605**

Position Title: Assistant Housing Manager

Department: Property Management

Status: Non-Exempt

Level: 9 (AFSCME) \$27.36/hour

POSITION SUMMARY:

Reporting directly to the office Property Manager, the Assistant Housing Manager provides support and guidance in the daily supervision and administration of the property management office. Responsibilities include, but are not limited to: calculation, collection, and processing of rents; showing and leasing apartment units; conducting new resident orientations; participating in inspections and lease enforcement; creating, processing, maintaining, and submitting reports; training and supervising office staff; and working cooperatively with WHA staff to provide exceptional customer service to WHA residents.

ESSENTIAL FUNCTIONS:

1. Supports the Property Manager and office staff in the collection and processing of monthly rent payments and required resident occupancy documentation and materials.
2. Identifies, calculates, and processes fraud/unreported income.
3. Assists the Property Manager in enforcing lease provisions, including conducting informal conferences, issuing termination notices, as well as attending court hearings and assisting the Legal Department as requested.
4. Reviews and approves resident recertification process.
5. Completes, reviews, and/or approves financial transactions.
6. Maintains department logs and databases, and produces reports as required.
7. Provides exceptional customer service at all times, setting an example for staff.
8. Supervises clerical work, including scheduling, training, support, and feedback.
9. Conducts apartment unit showings and new resident orientations.
10. Participates in unit and grounds inspections.
11. Documents and follows-up on maintenance repair requests.
12. Participates in various meetings as assigned (e.g. staff, resident, agency, department).
13. Represents the Property Manager in their absence.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. College degree preferred; high school diploma (or equivalent) required.
2. Minimum of three (3) years of experience in a property management office preferred.
3. Demonstrated leadership skills; confident and comfortable in training and providing support, feedback, and supervision to staff to improve morale and motivate success.
4. Familiarity with the laws and regulations governing state and federal housing programs, particularly those relating to leases and landlord-tenant relations.

5. Ability to read and interpret policies and regulations and communicate them effectively to others.
6. Excellent computer skills, specifically in Word, Excel, and Outlook.
7. Ability to multi-task, manage priorities, and work effectively in a busy office environment.
8. Demonstrated attention to detail and analytical skills; ability to carefully review others' work and spot errors.
9. Exceptional customer service skills; ability to respond professionally and courteously in a busy work environment with frequent interruption.
10. High level of ethics, values, integrity, confidentiality, and trust.
11. Ability to read, write, type, speak, and understand English well. Bilingual (English/Spanish) candidates preferred.
12. Ability to be relied upon to be available for work (this is a full-time, onsite position).