

# BILOXI HOUSING AUTHORITY

## Position Description

Classification: **Community Manager**  
Supervisor: **Deputy Executive Director**  
Department: **Property Management**  
Status: **Exempt** Pay Grade/Range:

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### Summary

The primary purpose of this position is to manage all facets of business at Authority-operated properties. The incumbent enforces lease agreements and timely rent payments by residents, ensures that all housing procedures are adhered to, and units are compliant with applicable regulations. The incumbent fills vacant units within the acceptable timeframe. This position supervises and leads property staff, including the Property Specialist.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Provides customer service to residents and the general public; responds to requests in a prompt and courteous manner; engages residents in Authority mission.
2. Coordinates with BHA management on the development and implementation of housing standard operating procedures (SOPs), and ensures staff are properly trained on procedures.
3. Develops and implements effective marketing strategies for assigned property. Maintains 100% lease-up, recommending measures to be taken, including move-in specials, lease incentives, and marketing programs to achieve acceptable lease-up of portfolio.

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4. Maintains an onsite presence and is readily available to tenants during established business hours for assigned property or properties.
5. Oversees new resident orientation (may be completed by Property Specialist): shows unit, explains lease and briefs them on Authority policies and procedures, including yard fines.
6. Supervises the calculation of rent adjustments for incoming, continued occupancy and vacated units; maintains and monitors delinquent rent roll, issues delinquent notices and late payment charges, and initiates corrective action.
7. Refers residents to social service agencies for financial or other assistance, and/or refers individuals to resident services staff. May directly assist with resident services initiatives.
8. Advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends hearings. Attends court sessions to represent Authority in eviction hearings.
9. Maintains inventory of property designated to the assigned development(s).
10. Prepares or supervises the preparation of all weekly, monthly, and annual reports relating to assigned developments; maintains reports and submits to appropriate department(s) or agencies.
11. Actively participates in and develops tenant association activities for all housing under supervision; meets with leaders to plan meetings and suggest ideas to improve participation and resolve problems.
12. Supervises Property Specialist functions, including the performance of annual recertification of residents; monitors, prepares and distributes annual recertification notices; ensures accuracy of data.
13. Conducts or supervises inspections; coordinates with Maintenance to generate inspection reports.
14. Supervises the annual reviews of tenants and the housekeeping inspections of dwelling units.
15. Coordinates with Maintenance (Work Order staff) to obtain required billing statements.
16. May coordinate maintenance activities with Maintenance Supervisor; takes corrective action when needed.

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17. Initiates transfer requests; monitors the results and responds with follow-up supervision.
18. Prepares or supervises the preparation of legal documents, including non-payment of rent or other violations. Works out agreements to ensure repayment of past-due amounts.
19. Counsels or supervises the counseling of tenants who are not complying with policies and procedures or who have delinquent rent problems; develops solution for alternative payment methods.
20. Reviews ledgers and makes adjustments; prepares and maintains forms, records and reports.
21. Maintains accurate computer and paper records on all tenants.
22. Performs periodic drive-by or walk-by inspections of buildings and grounds; resolves unsatisfactory conditions with residents; initiates lease termination proceedings when warranted.
23. Performs administrative tasks including maintenance of resident files and inventory records; preparation of reports required by US Department of Housing and Urban Development ("HUD") and the Authority; submission of purchase requests.
24. Continually evaluates the effectiveness and productivity of the housing operations and staff and develops and implements operational improvement programs as required; establishes policies and procedures.
25. Monitors expenditures and takes corrective action to ensure compliance with approved budget.
26. Responds to emergency calls after hours and on weekends on a backup basis.
27. May prepare budget estimates, monitors budgets of assigned housing portfolio and coordinates with Finance department on budgetary matters.
28. Completes periodic review of tenant files on assigned properties for quality control and compliance. Provides Property Specialist with reports describing changes to files.
29. Develops and implements tenant file procedures, in coordination with other Community Managers and Executive Management.
30. Other related duties as assigned.

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### Required Knowledge, Skills and Abilities

1. Knowledge of state of the art techniques and practices for the effective marketing and management of rental dwellings: current ARM certification as issued by the International Real Estate Management Association, or its equivalent, is desirable.
2. Extensive knowledge of the operations and procedures of BHA properties.
3. Knowledge of the purposes, policies, and regulations of existing housing programs as established by HUD or the BHA.
4. Knowledge of the local, state, and federal laws governing the housing programs, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
5. Knowledge of the regulations affecting BHA's housing programs and demonstrated ability to understand the terms, conditions and content of BHA's standard operating procedures for property management. Knowledge of the BHA Administrative plan.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
7. Skills in marketing and effectively leasing rental properties.
8. Knowledge of the proper BHA procedures for collecting and processing rental-related revenues and properly processing and recording the transactions.
9. Strong customer service skills.
10. Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
11. Ability to communicate effectively, tactfully, yet firmly, in English, both in writing and orally.
12. Demonstrated knowledge of business English, spelling, punctuation and arithmetic.
13. Ability to perform program required computations with speed and accuracy
14. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials;
15. Ability to communicate with people from a broad range of socio-economic backgrounds.

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16. In order to serve and accommodate working customers, be willing and able to work pre-scheduled evening and Saturday hours.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

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

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

### Supervision

The employee receives instructions from the Deputy Executive Director. Courses of action, deadlines, and priorities are established by established procedures, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually addressed

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independently or in consultation with the Deputy Executive Director. The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures and the attainment of objectives.

### Minimum Education and/or Experience

1. Associate's Degree in business, education or the social sciences and two (2) years of experience as a property manager, or related experience, PHM or IREM certificate is desirable; or
2. A high school diploma, GED, and four (4) years experienced as a property manager; or
3. Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.
4. Knowledge of the HAB property/housing management or relevant property/housing management software.

### Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks, including housing management software.

### Special Requirements

1. Must possess a valid Mississippi driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.
2. Must obtain LIHTC and RAD certification within a year of holding position.

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3. Criminal background checks will be performed on all applicants.
4. Must be bondable.

### 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 primarily stationary, but is regularly required to move throughout the office and the property. Individual must often climb stairs, and walk properties. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. Daily movements include moving about the properties and attending onsite meetings with residents. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery. The employee must occasionally transport up to 25 pounds.

### Working 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.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position is required to work with the public, including Authority residents.

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**

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