

## HOUSING MANAGER II (Leasing Operations)

### **DISTINGUISHING FEATURES OF THE CLASS:**

The Housing Manager II serves as a working lead within Leasing Operations, bridging the gap between Supervisor and Assistant Director. This position provides advanced oversight of Housing Choice Voucher (HCV) and Project-Based Voucher (PBV) program functions, ensuring daily operations align with HUD regulations, SEMAP performance indicators, and agency policies and report directly to the Director of Leasing Operations. The role carries greater responsibility than a supervisor in the areas of compliance monitoring, quality control, workflow coordination, file integrity, EIV oversight, rent calculation accuracy, and regulatory adherence. While not fully responsible for departmental strategy or long-term planning, the Housing Manager II plays a critical role in strengthening internal controls, mitigating audit risk, and promoting high-performing, compliant program operations.

### **TYPICAL WORK ACTIVITIES:**

- Serve as a resource to Supervisors and Housing Specialists for complex case consultation and regulatory interpretation.
- Provide coaching and guidance to strengthen technical competency, policy application, and customer service delivery operations.
- Reinforce consistency in policy interpretation and program execution across teams.
- Assist with onboarding and training initiatives to support staff development.
- Monitor productivity benchmarks and operational metrics.
- Identify compliance risks and implement preventive controls.
- Support the Assistant Manager in developing performance improvement strategies.
- Ensure accurate documentation to reduce audit exposure and repayment risk.
- Serve as liaison between Supervisors and Assistant Supervisor to ensure alignment of operational priorities.
- Support cross-departmental coordination with Inspections, Finance, IT, and external partners.
- Represent Leasing Operations in internal or external meetings as assigned.
- Partner with the Director to implement strategic initiatives that enhance departmental performance, operational efficiency, and service delivery outcomes.
- Support departmental expansion and continuous improvement initiatives through participation in special assignments, pilot programs, and operational enhancements as directed.

### **ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of audits and quality benchmarks
- Ability to analyze and present data to diverse audiences
- Knowledge of the principles and practices of program operations
- Knowledge of the principles and practices of fiscal management.
- Knowledge of and ability to use Microsoft software with advance working knowledge of Excel
- Ability to plan, organize and supervise the work of others
- Ability to prepare clear and concise written reports and correspondence
- Ability to provide service to diverse populations and steak holders.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES :**

- Knowledge of the Housing Choice Voucher, RAD, and Project Base Vouchers or private housing management and administration;
- All the Entry Level KSA's plus;
- Knowledge of Rochester Housing Authority (RHA) administration and operating procedures;
- Ability to evaluate and recommend improvements in RHA programs and procedures;

- Ability to understand and interpret various RHA rules and regulations.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent **AND**:

- A. Bachelor’s degree in public or business administration **AND** three (3) years of management or administrative experience in public or private housing administration.

**OR**

- B. Bachelor’s degree **PLUS** four (4) years of management or administrative experience in public or private housing administration.

**OR**

- C. Seven (7) years of management or administrative experience in public or private housing administration.

**PLUS**

One (2) year of supervisory experience in housing administration.

\* Supervisory experience obtained concurrently with management or administrative experience will be counted.

**SPECIAL REQUIREMENTS:**

Possession of a Class D New York State Motor Vehicle Operator's license at time of hire, **AND** maintenance of the license throughout tenure in this title.

Required to secure certification as a Housing Manager from an Approved Certifying Organization as detailed in the rules and regulations of the Department of Housing and Urban Development within one year of appointment.

Required to certify as a Hearing Officer and successfully complete Executive Management Training.

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