

HOUSING MANAGER III (Leasing Operations)

DISTINGUISHING FEATURES OF THE CLASS:

The Housing Choice Voucher (HCV) & Project-Based Voucher (PBV) Housing Manager III is a working supervisor responsible for the daily operations of assigned staff and caseloads within the Housing Choice Voucher Program, including project-based voucher units and reports directly to the Assistant Director of Leasing Operations. The position ensures accurate eligibility determinations, rent calculations, leasing actions, and continued occupancy activities in accordance with HUD regulations and the agency Administrative Plan. The Supervisor reviews staff work, provides training and guidance, resolves routine program issues, and supports compliance efforts including SEMAP indicators and quality control monitoring.

TYPICAL WORK ACTIVITIES

- Supervise administration of the Project-Based Voucher program in accordance with HUD regulations and the Authority Administrative Plan;
- Monitor leasing, recertifications, interim changes, rent calculations, inspections coordination, and HAP processing;
- Ensure accurate and timely data entry in housing software and HUD systems;
- Track vacancy rates, unit turnover, and utilization;
- Coordinate Project Based Voucher contract execution, amendments, and rent increases;
- Review and approve files for quality control prior to final processing;
- Conduct regular file audits to ensure SEMAP and HUD compliance;
- Identify errors and implement corrective actions;
- Prepare reports, metrics, and documentation for audits and monitoring reviews;
- Support corrective action plans and staff retraining when deficiencies are identified;
- Monitor Enterprise Income Verification (EIV) usage and income verification requirements;
- Provide daily guidance and technical assistance to Housing Specialists;
- Train staff on Project Based Voucher regulations, policies, and procedures;
- Assign caseloads and manage workflow distribution;
- Conduct performance coaching, evaluations, and disciplinary actions as needed;
- Promote a collaborative and customer-service-focused team environment;
- Serve as escalation point for participants and property owners;
- Maintain positive relationships with Project Based Voucher property owners and management agents;
- Coordinate with inspections, accounting, and eligibility departments;
- Assist in resolving grievances, informal hearings, and complaints;
- Track performance indicators including leasing rates, processing times, and errors;
- Provide recommendations for operational improvements;
- Assist management with special projects and program expansions;
- Support implementation of new HUD guidance and policy changes.

ENTRY LEVEL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of public or business administration;
- Knowledge of the principles and practices of housing administration;
- Knowledge of the principles and practices of office management;
- Ability to prepare and present clear and concise written reports and correspondence.

ENTRY LEVEL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (continued):

- Ability to work well with others; especially community groups;
- Ability to learn complex rules and regulations, related to Authority activities and programs;
- Ability to use personal computer and word processing software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

- All the Entry Level KSA's plus;
- Knowledge of Authority's public housing management, administration and operating procedures;
- Ability to evaluate and recommend improvements in Authority's programs and procedures;
- Ability to understand and interpret various Authority's rules and regulations;
- Ability to plan, organize and supervise the work of others.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent **AND**;

- A. Bachelor's degree in public or business administration **AND** two (2) years of management or administrative experience in public or private housing administration.

OR

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

OR

- C. Five (5) years of management or administrative experience in public or private housing administration.

SPECIAL REQUIREMENTS:

Possession of a Class D New York State Motor Vehicle Operator's license at time of appointment, which must be maintained throughout tenure in this title.

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

REVISED: December 2, 1976

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