

PUBLIC HOUSING DIRECTOR

(Rochester Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and managerial position responsible for overseeing all aspects of property management for multiple properties within the Rochester Housing Authority (RHA) property portfolio. This position is responsible for the oversight of day-to-day management, operation, and maintenance of RHA owned properties and developments under management. In addition, this position is responsible for the marketing and leasing of properties, the preparation of vacated units for rental, emergency repairs of properties, and the lease compliance of tenants. General supervision is received from the Executive Director and direct supervision is exercised over Property Managers and the Application Processing Center Manager. Related work is performed as required.

TYPICAL WORK ACTIVITIES:

- Plan and coordinate the operations of the public housing program by developing and revising program policies and procedures ensuring adherence to HUD regulatory compliance and reporting requirements.
- Demonstrate superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Maintain regular, reliable attendance.
- Oversee the management of properties owned/controlled by RHA to ensure adherence to pre-established financial guidelines and property standards.
- Prepare budgets for each public housing site and monitor performance.
- Supervise staff by assigning and evaluating work, initiating disciplinary actions, and conducting performance evaluations.
- Maximize occupancy rates of RHA owned properties by making regular market comparisons and reviewing rent rolls and turnover rates.
- Direct the operations of the sector office in the preparation and maintenance of tenant records, cost reports, requisitions, budget estimates, and related management records and reports.
- Work with Chief of Maintenance to establish priorities and schedules for maintenance and preventive maintenance activities performed at RHA properties.
- Review work performed by independent contractors for and on RHA properties to ensure adherence to the terms of the contract.
- Meet with Tenant Commissioners, Tenant Relations Committees, and community organizations to discuss complaints originating from RHA residents.
- Prepare housing and financial reports pertaining to assigned properties which includes presenting to the Board of Commissioners.
- Collaborate with the Property Development Department in the planning and coordinating of capital funding programs, property acquisitions, and property disbursements.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of affordable housing management.
- Knowledge of the principles and practices of office management.
- Knowledge of effective supervisory practices.

PUBLIC HOUSING DIRECTOR/ROCHESTER HOUSING AUTHORITY

Page 2

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES: (Continued)

- Knowledge of the principles and practices of fiscal management.
- Knowledge of the principles and practices of building maintenance activities.
- Knowledge of the principles and practices of conflict resolution.
- Knowledge of the principles and practices of marketing.
- Knowledge of the principles and practices of contract administration.
- Knowledge of real estate terminology and practices.
- Knowledge of capital programs and potential funding sources.
- Knowledge of tax credit.
- Ability to use a personal computer and common office software.
- Ability to read, understand, and interpret complex written and numerical information.
- Ability to plan, organize, set priorities, review, and supervise the work of professional, clerical, and maintenance staff.
- Ability to access the cost of building maintenance and preventive maintenance tasks and projects.
- Ability to prepare numerical or tabular reports.
- Ability to prepare clear and concise written reports and correspondence.
- Ability to establish and evaluate policies and procedures and recommend improvements.
- Ability to explain complex information in manner which is understandable to the audience.
- Ability to prepare and conduct presentations to an audience.
- Ability to deal tactfully and professionally with a variety of people, both internally and externally.

FULL PERFORMANCE KNOWLEDGE SKILLS AND ABILITIES:

- Working knowledge of leadership best practices.
- Knowledge of local laws and codes governing housing standards.
- Knowledge of organizational administrative policies, and procedures.
- Knowledge of organizational personnel procedures.
- Knowledge of an organization's budget process.
- Knowledge of regulatory compliance and reporting requirements.
- Knowledge of the New York State Public Housing Law.

MINIMUM QUALIFICATIONS:

High School Diploma or GED **PLUS:**

- A. Bachelor's degree in Business Administration, Public Administration, Real Estate Management or closely related field **PLUS** three (3) years of experience providing property management services, two (2) years of which must have been in a senior leadership role and included the supervision of clerical and maintenance staff;

OR

- B. Associate's degree in Business Administration, Public Administration, Real Estate Management or closely related field **PLUS** five (5) years of experience providing property management services, two (2) years of which must have been in a senior leadership role and included the supervision of clerical and maintenance staff;

OR

- C. Ten (10) years' experience providing property management services, five (5) years of which must have been in a senior leadership role and include the supervision of clerical and maintenance staff.

PUBLIC HOUSING DIRECTOR/ROCHESTER HOUSING AUTHORITY

Page 3

SPECIAL REQUIREMENTS:

Possession of a valid driver's license, at time of appointment and the ability to obtain a New York State Class D License within 6 months Licensure must be maintained throughout employment.

Possession of a Public Housing Management or Asset Management Certification from an approved certifying organization as outlined in the regulations of the Department of Housing and Urban Development within one year of appointment.

ADOPTED: OCTOBER 18, 2007

REVISED: JUNE 26, 2008

REVISED: JULY 12, 2024