



**HOUSING AUTHORITY OF BEXAR COUNTY**  
**San Antonio, Texas 78202**  
**(210) 225-0071 Fax (210) 225-6976**

**POSITION DESCRIPTION**

<b>TITLE</b>	AHP/Tax Credit Assistant Manager	<b>SEND RESUME TO</b>	<a href="mailto:jobs@habctx.org">jobs@habctx.org</a>
<b>SUPERVISOR</b>	Property Manager	<b>DEPARTMENT</b>	BMDC
<b>REGULAR/TEMP</b>	Regular	<b>FULL/PART</b>	Full-time

**Position open until filled**

**SUMMARY OF WORK PERFORMED:**

Under the direct supervision of the Property Manager, responsible for maintaining the resident files, assist with the physical asset and maximizing the financial returns from that asset in accordance with the owner's objectives and in accordance with AHP/TDHCA compliance procedures. Ensures staff compliance with agency policies, procedures and staff performance.

**RESPONSIBILITIES:**

- Assist the Property Manager with the supervision, training, guidance, and lead of the onsite staff.
- Responsible to conduct the move-in process, annual recertification, and renewal process. Conducts interviews to determine family composition, source, and amount of income. Records employment history, retail credit reports.
- Responsible to keep all files on compliance with AHP, TDHCA, and/or HUD regulations.
- Accountable for implementing proper guidelines in accordance with the AHP/TDHCA program.
- Assist, train, and lead the Leasing Agent with the leasing process and procedures.
- Assist the Leasing Agent with the Rent Collection. Assist with the enforcing of rent payment policy, collects rents due and delinquent, and accurately posts and follows up with notices of late charges, maintenance charges and notice to vacate (if necessary). Prepares bank deposits when needed.
- Assist the Property Manager with regular follow-up inspections on maintenance work, and daily inspections of grounds including common hallways. Make recommendations for physical repairs, replacements and/or improvements. Conducts the walkthrough of the property in the absence of the property manager.
- Assist the Property Manager with the budget allocations and the track of the expenditures.
- Answering telephone and providing information on program when requested.
- Collects rents due and delinquent, and accurately posts and follows up with notices of late charges, maintenance charges and notice to vacate (if necessary). Prepares bank deposits when needed.
- Completes necessary monthly and weekly reports. Prepares monthly newsletters for timely distribution.
- Monitors files before manual approval in Elite/Emphasis for all renewals, re-certifications and move in's
- Responsible for administrative purchases, POs, and invoices.
- Have knowledge regarding suppliers, their services, and goods.
- Records time and attendance on subordinate employees, completes performance evaluations, recommends disciplinary actions when necessary; and assigns and observes daily work activity.
- Conducts tours of the property in the absence of the property manager.

- Assist the Resident Services personnel to ensure the successful of the events and the other resident's services provided.
- Receives Resident's Complaints. Investigates all residents' complaints. Sets up appointment for follow-up if problem is not solved in first interview or if problem is of such nature that a group interview is needed. Takes action deemed necessary or refers problem to Property Manager. Places signed resident statements in permanent file.

### **PUBLIC RELATIONS:**

- Maintains a professional relationship with all residents and other departments within the agency. The ability to interact with a wide range of people. Must ensure that all residents are provided with a peaceful and secure environment. Demonstrate an ability to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions, and initiate appropriate course of action.

### **MARKETING AND LEASING:**

- Assist with the marketing procedures, and for utilizes the affirmative fair housing marketing plan for resident outreach.
- Responsible for reviews all rental applications and lease forms for accuracy and compliance to state and local law and the agency's policy and procedure.

### **FINANCIAL REPORTING AND CONTROL:**

Assist in budget preparations, and preparation of management plan updates. Supervises maintenance of property files and records. Assist the Manager with the employee evaluations; recommendations for promotion and/or salary increases; employee reprimand. Maintains accurate employee files. Prepares purchase orders and approves invoices for payment, which are processed and forwarded to Financial Coordinator. Prepares inventory of all non-expendable equipment and supplies. Prepares bank deposits and assures their accuracy.

### **JOB PERFORMANCE REQUIREMENTS:**

Must have considerable knowledge of state and local law in addition to knowledge of the Section 8 rental assistance programs, in accordance with HUD policy and procedure. Willingness to perform any task that is required to allow the complex to run smoothly and efficiently. AHP/TDHCA experience required. Ability to create an appearance and manner to enhance the image of the property. Must possess excellent communications skills. The essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

### **KNOWLEDGE AND SKILLS:**

Considerable experience in working with the public. Knowledge of tenant accounting principles. Must be a Certified Apartment Manager and/or Certified Public Housing Manager or Certified. Graduation from a four-year college or university. A combination of experience and/or education will be considered.

- Experience in working respectfully and courteously with staff, residents, and the general public.
- Knowledge of local government structure, and social service agencies.
- Ability to operate personal computer and basic office equipment such as a copier, printer, calculator.
- Skills in addressing groups and presenting information in a clear, organized, and convincing manner.
- Filing and record keeping system, including document imaging, and clerical skills
- Modern office practices, procedures, and customer service principles
- Verbal and written communication skills with telephone and email techniques and etiquette
- Handle multiple tasks and priorities with interruptions.

- Deal with a variety of people with diverse backgrounds
- Effectively plan and organize workload in a customer-focused and fast-paced professional environment.
- Understand and follow verbal and written instructions.
- Operate a computer, enter data, maintain records, and generate reports using Word & Excel.
- Meet schedules and timelines for financial submissions.
- Ability to communicate effectively in Spanish and English.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Intense concentration is required to avoid costly errors. Ability to work in a fast-paced environment. Average pressure of work with above average pressure during peak periods. Ability to work flexible hours. Must have a valid Class C Texas Driver's License.

**EDUCATION & EXPERIENCE REQUIRED:**

- Bachelor's Degree required in Business Management/Administration, plus a minimum of 2 year on Property Management and Tax Credit programs experience, or equivalent combination of education and experience.
- Position requires two years of management experience in Property Management software. YARDI experience preferred.
- Certification in the following or obtain within one year of employment\*:
  - Certified Professional of Occupancy Specialist (Project-based Section 8 Housing).
  - TDHCA Certified Low Income Housing Tax Credit Manager.
  - Housing Credit Certified Professional.

\*or ability to acquire certifications within 1 year, no exceptions.

**Position open until filled.**

**HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.**