

## HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

**Position Title:** Assistant Director of Asset Management  
**Department:** Housing Operations  
**Supervisor:** Director of Asset Management

Exempt    Non-Exempt                       New Position    Revision (see below)

Change of title                      Previous Revision Date: \_\_\_\_\_                      Other (Please Specify) \_\_\_\_\_

Revised qualifications                       Legal Review: 8/1/23

HR Review                       Salary Pay Grade: D-1

**Effective Date:** \_\_\_\_\_

**Approved:** \_\_\_\_\_

**Vice President of Housing Operations**

**Approved:** \_\_\_\_\_

**Director Human Resources, Training and Development**

### GENERAL SUMMARY

*The Assistant Director of Asset Management will assist in the day-to-day operations to ensure compliance in operations and collaborative community partnerships continuity at all Houston Housing Authority (HHA) properties. The position will serve as a catalyst in supporting the agency's multi-family Asset Management and Resident Services team, to ensure superior performance that maximize on opportunities and results. The Assistant Director of Asset Management will report to the Director of Asset Management and will provide management support for the entire Asset Management Department when the Director is unavailable.*

### PRINCIPAL DUTIES AND RESPONSIBILITIES

- *Manage property inspections to ensure they are maintained in safe and decent condition and in good repair. Monitors and reviews HUD physical assessment scores and inspects a sampling of buildings, unit make-readies, curb appeal and condition and organization of common areas and offices.*
- *Review and submit HUD 50058 submissions to HUD PIC system. Monitor quality control reviews of each site's leasing and re-certification processes to ensure integrity and compliance standards. Quality reviews will be completed by HHA internal staff, funding partners, and governing agencies.*
- *Monitor compliance with performance of HUD assessment systems including managing and oversee operations of Public Housing Operations PIC/EIV compliance, including safety and security certifications, credential assignment, and accurate PIC submissions.*
- *Monitors compliance with HHA's policies regarding utility allowances, maximum rents, flat rents, maintenance charge list and all other fee schedules. Conducts flat rent study annually to ensure rents are comparable with market unassisted units.*
- *In collaboration with Compliance Manager and Resident Services Supervisor, initiate appropriate corrective action to address compliance issues.*

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- *Identify areas to increase resident education by meeting with residents, resident organizations, and external agencies to receive input regarding the operation of housing programs, assesses needs, and addresses concerns.*
- *Identify and develops positive working relationships with community partners and stakeholders to establish education and awareness supportive services, for HHA residents.*
- *Ensures that staff and site-based partners are performing tasks as outlined in contracts, grant proposals, MOUs and/or strategic plans.*
- *Coordinate with Resident Services team to encourage and support optimal social programming by continuously evaluating resident initiative and training programs to determine their effectiveness.*
- *Encourage and promote education and community resource programs among residents to stimulate their desire to seek skills that empower and inspire residents to gain knowledge, improved attitudes, and aspiration to thrive.*
- *Collaborate with other agency departments in establishing and monitoring risk management processes that protects assets from the probability and/or negative impact of unfortunate occurrences.*
- *Maintain effective communication with Resident Council leaders and members to implement and enhance structure of services, grants and service deliverables.*
- *Monitor the compliance performance of Resident Council and PMC to make necessary program adjustments and implement action plans, as needed, to maintain decent, safe and affordable housing communities.*
- *Responsible for managing staffs' professional development opportunities, including scheduling and coordinating training selections to enhance staff capacity to achieve goals, objectives, work plans and performance benchmarks.*
- *Conduct regular schedule meetings/trainings to ensure subordinates and management agents are properly informed about the desired expectations and benchmarks.*
- *Maintain working relationships with community partners, resident council leaders which may require attending scheduled meetings, trainings, and events scheduled during non-business hours.*
- *Stay abreast of all federal, State, local and/or industry-related regulations impacting asset management, affordable housing programs, tenant rights, etc.*
- *Oversee the development, implementation, and evaluation of service programs for residents; develops short-term and long-term program policies, objectives, goals, and plans.*

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- *Develop resident training, educational programs, and job opportunities to develop the economic independence of public housing residents.*
- *Collaborate with the Energy Manager in monitoring regulatory compliance impacting utility allowances and the management of utilities at public housing sites. Related tasks include but are not limited to: procuring meter-reading contractor, confirming accurate meter readings, charges for excessive utility fees, adjusting errors, etc.*
- *Assist Asset Management team members in addressing and resolving potential problems that can negatively impact the HHA, by analyzing the issue, creating solution, implementing corrective measures, evaluating projected outcomes and make necessary adjustments.*
- *Collaborate with other external HHA departments in developing and modifying policies, procedures and notices that are required to comply with Federal, State and local requirements.*
- *Assist in developing operational plans and assessments for positioning Asset Management in addressing long-term goals and emerging needs.*
- *Review, ensure accuracy, and approve all Asset Management reports that are prepared for internal and external purposes.*
- *Draft statistical data, narratives, correspondences and/or presentations to properly convey matters pertaining to Asset Management and Resident Services.*
- *Performs other duties as required.*

### **KNOWLEDGE, SKILLS AND ABILITIES**

- *Demonstrate considerable independence, evaluative thinking, written and oral communication skills, and operational, leadership and strategic planning skills.*
- *Thorough knowledge of modern principles and practices of asset/property management.*
- *Advanced knowledge of Real Estate Investments and Multifamily Property Management; Experience in LIHTC, HUD, debt refinancing and/or residential real estate development highly desirable.*
- *Thorough knowledge of federal regulations, State laws and city ordinances governing public and other subsidized housing programs, including but not limited to health and fire regulations, landlord-tenant relationships, leasing of property, eviction, community safety and empowerment programs.*
- *Thorough knowledge of and a sympathetic understanding of principles underlying the Federal public housing law.*

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- *Ability to plan and supervise the work of others, while building cohesiveness.*
- *Knowledgeable of municipal and county governments that are related to public housing and tax-credit communities.*
- *Initiative in the solution of complex and involved asset and property management issues.*
- *Must have excellent professional judgement.*
- *Have to capacity to provide support to staff and assistance in training computer knowledge and office skills.*
- *Thorough knowledge of coaching and how to work with employees to motivate and empower them to succeed professionally.*
- *Ability to initiate and coordinate service delivery and follow-up services.*
- *Proven capability to analyze complex problems (financial and other) and to communicate results of analysis to others.*
- *Experience communicating and working successfully with people from a broad range of socio-economic and cultural backgrounds.*
- *Ability to prepare, present and communicate ideas in a clear, concise and effective manner, both orally and in writing.*
- *Ability to develop and implement effective administration and operational procedures.*
- *Ability to serve as a team-leader.*
- *Ability to address the public and present information in a clear, concise and convincing manner.*
- *Ability to deal effectively with situations that require tact and diplomacy, yet firmness.*
- *Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other activities that provide services.*

### **COMPLEXITY / SCOPE OF WORK**

- *Work performed by the employee ranges from routine, to complex, to unusual tasks.*
- *The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks.*

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- *Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new and innovate solutions.*
- *The employee's work affects other employees and residents throughout the housing developments and affordable housing communities.*
- *Performing work tasks effectively, efficiently and with compassion enhances relationships between residents and the Houston Housing Authority, provides long-term benefits in management of the Houston Housing Authority housing.*

### GUIDELINES

- *The employee follows regulations and guidelines issued by HUD regarding Public Housing, Project Based Assistance, Low-Income Housing Tax Credit and Rental Assistance Demonstration that are applicable Houston Housing Authority policies and procedures.*
- *The employee acts under the direction of the Director of Asset Management in making decisions about the best course of action. Situations where there are no guidelines, the employee may adapt existing Guidelines, develop new guidelines, make a decision based on the circumstances, or seek guidance from the supervisor.*

### SUPERVISORY CONTROLS

- *Generally, assignments and instructions come from the Director of Asset Management.*
- *The employee initiates and performs routine activities without supervisory direction.*
- *Problems or situations that arise and are not covered by instructions are either dealt with independently, or in consultation with the Director of Asset Management.*
- *The employee's work is reviewed regularly for adherence to policies and the attainment of objectives.*

### PERSONAL CONTACTS

- *The employee's contacts are primarily with management agents, investors, partners, funders, employees, residents and other agencies. The purpose of such contacts is to foster positive and open communication between the Houston Housing Authority and all stakeholders.*

### PHYSICAL DEMANDS / WORK ENVIRONMENT

- *The employee's work is performed both indoors and outdoors, and involves numerous visits to housing developments, residents' homes, the offices of other agencies/partners, community centers and meeting halls.*
- *The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables, or a resident who must be helped into and out of a vehicle.*

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- *The employee will be required to work unusual hours, along with being on-call during non-business hours.*
- *The employee may be exposed to weather extremes and to the usual hazards associated with housing developments.*

### MINIMUM QUALIFICATIONS

- *Bachelor degree in Real Estate Development, Business Administration, Finance or related fields, is required.*
- *Preferred ten (10) years of hands-on experience in one or more of the following disciplines: Program Management, Asset Management, Acquisitions, Property Management, Resident Services with an additional five (5) years of managerial experience in supervising affordable or low-income housing programs or division.*
- *Demonstrate a broad understanding of operational and investment fundamentals of institutional real estate.*
- *Certification in Certified Property Manager (CPM), Housing Credit Certified Professional (HCCP) or Public Housing Manager's designation, preferred.*
- *Bondable.*
- *Valid Texas driver's license.*
- *Eligibility for Houston Housing Authority fleet auto insurance.*

### DISCLAIMER

- *The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*