



HOUSTON
HOUSING AUTHORITY

HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: Director of Asset Manager
Department: Housing Operations
Supervisor: Vice President, Housing Operations

Exempt Non-Exempt New Position Revision (see below)

Change of title Previous Revision Date: _____ Other (Please Specify) _____
 Revised qualifications Revised duties
 Expanded qualifications Expanded duties

Effective Date: 10/23/2023

Approved: _____
Vice President of Housing Operations Department

Approved: _____
Director of Human Resources

GENERAL SUMMARY

Responsible for the direct oversight of all aspects of administrative, financial, capital, and operations of a broad portfolio of affordable housing assets consisting of Public Housing, Project-Based Assistance, Resident Services, Low-Income Housing Tax Credits, and Rental Assistance Demonstration programs. Catalyzes leads the agency's multi-family Asset Management team to ensure superior performance that capitalizes on opportunities and maximizes results. Reports to the Vice President of Housing Operations.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Directly manage all asset management components for a portfolio that is entirely and/or partially owned by the Houston Housing Authority and its' private/public subsidiaries to ensure relentlessly pursuit in achieving key benchmarks including but not limited to: full occupancy, collection of rents, and fees, compliant admissions, timely unit turnaround, timely completion of maintenance work orders, optimal tenant satisfaction, achievement of quality standards, conducting timely annual/housekeeping inspections, enforcing community services requirements, minimal PIC errors, income verification, adequate curb appeal, financial stability, lease compliance & enforcements, inventory/unit management, procurement, compliant operations, tenant satisfaction, timely reporting & tax filings, etc.*
- Review and analyze monthly performance/financials and variance reports to ensure critical benchmarks (agency goals, site/project objectives, Pro-forma metrics, budgets, and market comparable) are achieved, along with making recommendations for resolving potential challenges.*

- *Establish and monitor workflow processes for Asset Management to promote efficient and effective operations that surpass performance standards and comply with regulatory requirements.*
- *Collaborate with other agency departments in managing insurance policies acquired by the HHA and/or management agents for all sites. Duties shall include but are not limited to; confirming adequate coverage, renewals, coordinating the filing of claims, and reporting.*
- *Collaborate with other agency departments to establish and monitor risk management processes that protect assets from the probability and/or negative impact of unfortunate occurrences.*
- *Collaborate with Finance in evaluating all real estate for net income and expenses, as well as property taxes. Conduct periodic analysis and pursue filing exemptions, appeals, and/or adjustments as deemed appropriate.*
- *Perform periodic on-site visits to conduct property inspections and/or compliance reviews to confirm information previously reported by staff and/or management agents.*
- *Serve as an active contributing member of Public Housing's Leadership team that builds cohesiveness, shares information, resolves challenges, creates best practices, and shapes platform initiatives.*
- *Maintain open and effective lines of communication with numerous stakeholders (management agents, partners, investors, funders/lenders, etc.) regarding asset management performance, compliance, financial stability, and/or investment-related matters.*
- *Review and monitor compliance with all applicable Asset Management documents in accordance to partnership agreements, management Agreements, Regulatory Agreements, Land Use Restrictive Agreements (LURA), Admission Continued Occupancy Plan (ACOP), Annual Contribution Contracts, Loan Documents, Standard Operating Procedures, Regulatory Compliance Contracts, Service Contracts, etc.*
- *Consult Asset Management team and Management Agents on preparing monthly financial reports and annual site budgets, with input from the agency's Finance Department.*
- *Collaborates with other agency departments to assist in formulating funding plans, proformas, budget projections, and management practices for new real estate developments.*
- *Collaborate with the agency's Purchasing Department in preparing necessary documents to procure new management agents, including serving as Chair of the Evaluation Committee.*
- *Regularly monitor amendments in market/industry standards and make recommendations if administrative changes are necessary for modifying property rents, fees, utility allowances, permits, policies/procedures, etc.*

- *Manage lease agreements for non-residential space at the sites, including coordinating procurement, drafting terms, lease compliance, and renewals.*
- *Responsible for interviewing, selecting, supervising, and evaluating Asset Management and Resident Services personnel, including scheduling professional development opportunities. Supervision is defined as directly overseeing significant decisions and actions of subordinates to enhance their capacity to achieve portfolio objectives, work plans, and performance benchmarks.*
- *Conduct regular meetings/training to ensure subordinates and management contractors are adequately informed about the desired expectations and benchmarks.*
- *Maintain working relationships with community partners and resident council leaders, which may require meetings scheduled during non-business hours.*
- *Collaborate with the Director of Security on addressing safety issues at the sites and determining how asset management can be utilized to maximize the protection of human and building assets.*
- *Consult with Assistant Director and Resident Services Supervisor to identify opportunities to integrate Resident Services to promote tenant education, lease compliance, workforce development, and special events.*
- *Stay abreast of all federal, state, local, and/or industry-related regulations impacting asset management, affordable housing programs, tenant rights, etc.*
- *Review and approve the use of operational funds for agency staff and management agent's procurement of goods and services deemed minor, routine, non-routine, capital, and emergencies. All capital-funded purchases shall be processed in collaboration with the agency's REID Department.*
- *Develop and implement Disaster Plans that are structured approach with instructions for the agency and/or management agents to appropriately respond to unplanned incidents related to extreme inclement weather, fire, power outages, terrorism, and/or community disturbances.*
- *Review and monitor tenant charges applied to tenant statements for accuracy and ensure timely distribution of the statements at public housing sites.*
- *Collaborate with the Energy Manager in monitoring regulations impacting utility allowances and the management of utility(ies) at master-metered public housing sites. Related tasks include but are not limited to: procuring meter-reading contractors, confirming accurate meter readings, charges for excessive utility fees, adjusting errors, etc.*
- *Address and resolve problems that negatively impact resident services and asset management's performance by analyzing the issue(s), creating a solution(s), implementing corrective measures, evaluating projected outcomes, and making necessary adjustments.*
- *Review, analyze, and collaborate with the REID Department on managing capital improvements and the use of funds processed by management agents.*

- *Conduct frequent compliance reviews of data recorded in primary management software systems (Elite & PIC) to ensure accuracy and validity. The assessments shall also include software systems not provided by the agency and utilized by management agents.*
- *Conduct quarterly asset management reviews to analyze organizational and financial performance for agency leadership, management agents, investors, and/or other stakeholders.*
- *Collaborate with other agency departments in developing and modifying policies, procedures, and notices required to comply with Federal, state, and local requirements.*
- *Develop strategic plans and assessments for positioning Asset Management and Resident Services in addressing long-term goals and emerging needs.*
- *Review and approve all asset management and resident services reports that are prepared for internal and external purposes to ensure accuracy.*
- *Prepare statistical data, narratives, correspondences, and/or presentations to convey asset management matters properly.*
- *Serve as the liaison with other agency departments (IT, Policy, Human Resources, Legal, Finance, REID, Purchasing, etc.) to address matters of Asset Management and Resident Services.*
- *Participate in agency-sponsored training and staff meetings, which may include occasional local and out-of-state travel.*
- *Performs other duties as required.*

KNOWLEDGE, SKILLS, AND ABILITY

- *Demonstrate considerable independence, evaluative thinking, written and oral communication, and operational, leadership, and strategic planning skills.*
- *Thorough knowledge of modern principles and practices of asset/property management.*
- *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.*
- *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 judgment.*
- *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.*
- *Experience communicating and working successfully with people from a broad range of socio-economic and cultural backgrounds.*
- *Ability to prepare, present, and communicate ideas clearly, concisely, and effectively, 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, community agencies, and other services activities.*

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.
- Occasionally, the employee must make decisions regarding unusual or sensitive situations and develop new and innovative 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 the 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 apply to Houston Housing Authority policies and procedures.*
- *The employee acts under the direction of the Vice President in making decisions about the best course of action. In situations with no guidelines, the employee may adapt existing Guidelines, develop new procedures, decide based on the circumstances, or seek guidance from the supervisor.*

SUPERVISORY CONTROLS

- *Generally, assignments and instructions come from the Vice President and are broad, though there are intermittent occasions when the employee receives specific instructions.*
- *The employee initiates and performs routine activities without supervisory direction.*
- *Problems or situations that arise and are not covered by instructions are dealt with independently or in consultation with the Vice President.*
- *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 connections 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 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 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.*
- *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 the usual hazards associated with housing developments.*

MINIMUM QUALIFICATIONS

- *A Bachelor's degree in Real Estate Development, Business Administration, Finance, or related fields, is required.*
- *A Master's degree in Public or Business Administration is preferred.*
- *A minimum of ten (10) years of hands-on experience in one or more of the following disciplines: Asset Management, Acquisitions, Underwriting, or Property Management, along with an additional five (5) years of managerial experience in supervising an asset management department or division.*

- *Demonstrate a broad understanding of the 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 describe the general nature and level of work 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.