



## SOMERVILLE HOUSING AUTHORITY

30 Memorial Road, Somerville, Massachusetts 02145  
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### **DIRECTOR OF HOUSING MANAGEMENT**

#### **Job Summary**

The Director of Housing Management is a highly responsible administrative position in which the incumbent is charged with planning, directing, monitoring, and evaluating property management functions of the Somerville Housing Authority's (SHA) 1,400-unit state and federal public housing, HUD Multifamily, and Low-Income Housing Tax Credit portfolio, as well as the direct supervision of housing managers and public housing tenant selector staff. The incumbent is responsible for implementing housing management procedures across the portfolio developed in accordance with well-defined policies and regulations of the agency. Additionally, the Director is responsible for regulatory compliance activities and participates in planning the portfolio's capital and operating budgets. The Director may also be assigned as manager for one or more properties within the portfolio.

#### **Supervision Received**

Receives direct supervision from the Deputy Director for whom he/she prepares reports as scheduled and with whom he/she consults, on an as-needed basis relative to problems, issues, and interpretation of established regulations, policies, and legal matters. Works closely with the Director of Maintenance, Director of Resident Services, Director of Modernization, Director of Leased Housing and Continued Occupancy, and Director of Finance on a daily basis.

#### **Supervision Given**

The incumbent gives direct supervision to all housing managers, public housing tenant selectors, and/or department clerical staff, assigning work and evaluating work completed for appearance and completeness. Periodically evaluates staff on quality and quantity of work. Provides supervision and oversight on all properties and assigns work as needed.

#### **Principal Duties**

1. Ensure properties operate in compliance with all legal, regulatory, and organizational requirements, including tax credit operating agreements, state public housing regulations, and the agency's federal Admissions and Continued Occupancy Policy.
2. Serve as subject matter expert for regulatory changes related to management of HUD, state, and tax credit funded developments.
3. Formulate and implement housing management policies, procedures, and workflows.
4. Analyze performances with particular concern for the financial, operational, and physical health of the portfolio.

5. Manage and mentor staff and recommend hiring, termination, status changes and performance management decisions.
6. Engage with public and private funders in relation to program audits, reports, and requests. Ensures coordinated, timely response to funder requests.
7. Supervise rent collection, preparation of bank deposits, reconciliations of deposit slips.
8. Conduct internal quality assurance reviews and obtain and respond to resident feedback.
9. Coordinate with the Director of Resident Services and maintain working relationships with tenant organizations and community resources agencies.
10. Coordinate with the Director of Maintenance to address property maintenance needs.
11. Coordinate with legal counsel to make decisions, which have a degree of financial and/or legal consequences.
12. Guide staff in effectively resolving difficult tenant issues and disputes including the preparation of the involvement in hearings.
13. Serve as housing manager for one or more properties, as assigned:
  - a. Interview and orientate prospective tenants and show them apartments.
  - b. Recertify tenants and review of all continued occupancy forms.
  - c. Collect service charges and legal fees, and the preparation of eviction notices following a well-defined and established procedure.
  - d. Monitor the preparation of all vacant apartments for rental.
  - e. Responsible for assessing tenant charges.
  - f. Prepare and maintain all required reports and office records.
  - g. Monitor project buildings, grounds and area for cleanliness and general maintenance providing a healthy atmosphere for tenants and the community.
  - h. Review and analyze financial needs and include them into yearly budgets.
  - i. Conduct periodic housekeeping inspections of all units, ensuring all provisions of the lease are being followed.
14. Performs other related duties, as required, and assigned.

### **Knowledge, Skills, and Abilities**

1. Knowledge of procedures and policies of local housing authorities.
2. Knowledge of tax credit, public housing, HUD Multifamily and/or other affordable housing regulatory requirements and compliance activities.
3. Knowledge of the criteria and factors used in accepting tenants for subsidized housing.
4. Knowledge of state and/or federal subsidized housing reporting systems.
5. Knowledge of fair housing laws.
6. Knowledge of property maintenance.
7. Knowledge of modern office and bookkeeping procedures.
8. Skill in interpreting and applying statutes, rules, codes, and regulations.
9. Skill in budgeting and using property management systems and software.
10. Ability to plan, assign, review and coordinate work and programs.
11. Ability to read and interpret commercial and residential leases.
12. Ability to make arithmetical computations.
13. Ability to prepare clear and concise reports.

14. Ability to give clear and concise written or oral instructions.
15. Ability to develop and maintain professional working relationships with residents, resident organizations, service providers, vendors, public officials, funders and colleagues.

### **Education**

Bachelor's degree in related field (Business Administration, Real Estate or Public Administration preferable), or equivalent knowledge or experience.

### **Training/Experience**

The nature of work performed suggest that a candidate have prior experience in real estate, affordable housing property management, human services, or asset management. Training in human relations, budget management, and supervisory experience is highly desirable of candidates applying for this position. CPHM (Certified Public Housing Manager), LIHTC (Low Income Housing Tax Credit) or CPM (Certified Property Manager) or comparable certification is highly desirable, but not required. Possession of a valid Mass Driver's license is essential.

### **How to Apply**

E-mail resume and cover letter to the Deputy Director, Robert A. Muollo, [Robert.muollo@sha-web.org](mailto:Robert.muollo@sha-web.org).

**SHA is an Equal Opportunity Employer.**