

HOUSING AUTHORITY

MANAGEMENT AIDE

DEFINITION

This is an entry-level technical position that works in one of several capacities for a housing authority.

An employee in this class performs a variety of beginning level duties to develop technical competence and understanding of an assigned program area of a housing authority. Assigned program areas include management, administration, fiscal services, project management, occupancy and tenant relations. Duties may involve participation in an on-the-job training program and applying the knowledge and skills acquired to the performance of duties within the program area. Work is performed with increasing independence as skill and competency are gained. Work is performed under the supervision of a technical or administrative superior who assigns projects, provides preliminary instructions, and reviews work for adherence to establish standards and instruction.

EXAMPLES OF WORK PERFORMED

Assists in the performance of a wide variety of tasks in administration, fiscal services, project management, occupancy and tenant selection.

Assists in the collection, analysis, and evaluation of statistical data for use in planning and administering the housing authority programs.

Assists in the analysis of fiscal data and in the examination of records and procedures for adherence to laws, regulations and procedures pertaining to housing authorities.

- Complete billing
- Prorating of costs

Collects rents and charges from tenants; adjusts rents.

Verifies income for any changes in employment or composition of family.

Interview new tenants and assists in processing all necessary forms.

Prepares correspondence related to the problems or inquiries directed at the assigned program area with regards to acceptable letter writing formats

Receives and adjusts complaints from tenants requesting maintenance work.

May be assigned responsibility for management of a block of units or area of the housing development.

Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Some knowledge of current social and economic problems that concern housing authorities.

Some general business oriented mathematical ability in order to complete minimal financial computations.

Ability to secure and analyze facts, and to exercise sound judgment in arriving at conclusions.

Ability to assist in managing a housing project.

Ability to learn interpret, and administer the rules, regulations, and procedures relating to property management or housing authority administration.

Ability to establish and maintain effective working relationships with superiors, subordinates, tenants, other agencies, and the general public.

Ability to express yourself clearly in writing and orally

EXPERIENCE AND TRAINING

One year of experience in performing tasks associated with the operation of low rent housing developments, or projects owned or administered by public housing agencies; or comparable business, industrial, or professional employment; and graduation from high school; or any equivalent combination of experience and training.

Must have proficiency with Microsoft office software, and an ability to utilize other job specific software.

Incumbent will be expected to complete training certifications with in One (1) year of appointment. Certifications are Rent Calculation, Occupancy, Eligibility, and/or Specialist certification(s).