



Partners in Housing Partners in Community

Job Title: Assistant Manager
Reports to: Property Manager
Department: Public Housing AMP/Section 8 New Construction/LIHTC
Location: Development AMP
Status: Non - Exempt
Salary Range: \$21.44 - \$32.20 per hour
Pay Grade: 5
Revision: June 2025

General Statement

Summary: Serves as the primary customer representative of the Property office and provides administrative and clerical support to the Property Manager. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with the position.

Duties and Responsibilities

Primary Duties:

Provides the initial line of customer service by answering the phone and greeting residents, applicants, contractors, and visitors; involves answering questions, documenting complaints, obtaining signatures, providing direction, explaining policies and procedures.

Prepares applicant files, leases, and welcome information; enters applicant data into the PHA software.

Verifies that utilities of new residents have been transferred into residents' name.

Leases/assists in leasing apartments; reviews the terms and conditions of the lease and relevant Raise Up policies and procedures with new tenants during the leasing process.

Shows units to new and potential residents.

Receives, securely handles, and submits in a timely manner to the Accounting Department payments which site staff are authorized to accept.

Performs verifications of income, assets, expenses, family composition, etc. necessary for processing annual and interim re-certifications.

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Ensures that verifications are received in a timely manner and pursues second and third requests on a timely basis.

Enters information from verifications into PHA software for final processing of certification by Property Manager.

Prepares complete and thorough rent change packets so that the Property Manager can process rent changes in a timely manner.

Interviews tenants for annual and interim re-certifications, as assigned by the Property Manager.

Assists residents with completing forms, requests for keys, lock changes, work order requests, etc.

Ensures accurate and timely completion of correspondence, including, but not limited to, Notices of Termination, Notices to Leave the Premises, utility disconnection notices, Notices of Rent Adjustment, miscellaneous letters, appointment letters, work order charge advisories, extermination notices, notices of inspections, contractor entry, etc.

Maintains various tracking lists, updates PHA software accordingly, and provides information in a timely manner to other departments which are responsible for tracking such data.

Tracks and issues follow-up notices as needed.

Prepares paperwork for filing evictions in court.

Maintains various tracking lists, including but not limited to residents who have no income, Community Service, transfers, exterminations, inspections, utility shut offs, evictions, Family Self Sufficiency (FSS), etc.

Confers with Property Manager on resident-related management problems and takes appropriate follow up action.

Coordinates with the Property Manager the ordering and receiving of office supplies.

Responsible for ensuring all documents are filed on a weekly basis; must maintain relevant filing systems.

Complies with Records Retention Policy.

Secondary Duties:

May be delegated to perform various non-supervisory tasks on behalf of the Property Manager in her/his absence.

Performs housing inspections as assigned by the Property Manager.

Cross training in regulations, policies and procedures of other housing programs (e.g. public housing,

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project-based section 8, LIHTC) may be required.

Participates in ongoing training, as required.

Performs other related duties as required.

Qualifications

Education/Experience: Associate degree plus one (1) year of relevant experience, or equivalent combination of education and relevant experience (High School diploma/GED minimum).

Language Skills: Ability to communicate effectively with staff, residents, and the public. Position assignment may require the ability to read, write and speak Spanish and English fluently.

Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by Raise Up's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must complete Rent Calculation Training from a qualified training institution within 12 months. Preferred knowledge, training, or certifications: Rent Calculation Training, Fair Housing Training, Uniform Physical Conditions Standards, Customer Service Training, and Knowledge of Ohio Tenant, Landlord Law.

Knowledge, Skills, and Abilities

Must pass drug screen, employment reference, and criminal history background check.

Proficient in Microsoft Word and Outlook and have a working knowledge of Excel.

Ability to become proficient in Raise Up computer software.

Ability to pass tests to gain access to and maintain certification in HUD's EIV system.

Possesses and/or able to acquire knowledge of HUD regulations, particularly relating to public housing, HUD Handbook 4350.3, rent calculations, and Low-Income Housing Tax Credit compliance.

Requires the ability to use office equipment such as a computer, fax, calculator, copy machine, multi-line telephone systems.

Ability to work with and serve a diverse population and relate to individuals at all socio-economic levels.

Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions.

Ability to follow formal instructions regarding office procedures.

Ability to pay attention to detail and work accurately on a consistent basis.

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Possess mental acuity to make rational decisions through sound logic and deductive processes.

Ability to communicate effectively with applicants, tenants, contractors, vendors, public, and coworkers.

Ability to meet/exceed the expectations and requirements of internal/external customers.

Requires a high degree of motivation, self-direction, and the ability to operate independently with little supervision.

Ability to maintain confidentiality.

Ability to explain reasoning for actions taken and be able to clearly document such reasoning in writing.

Physical Demands/Work Environment

Physical Qualifications: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to sit, talk, see, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer. The employee is frequently required to stand and walk; ascend and descend stairs; reach with hands and arms; climb, balance, kneel, bend, stoop, crouch, or twist; finger, grasp and handle objects. The employee must occasionally lift, push, pull, and/or move up to 25 pounds, up to 20 pounds frequently.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate with typical office sounds and conversations of others able to be heard throughout the office area.

While performing the essential functions of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high precarious places; fumes or airborne particles; extreme cold and heat. The noise level in the work environment is usually moderate to occasionally loud.

In some environments, sounds of machinery and equipment may be heard and smelled. Work is performed in a typical office environment with occasional exposure to dirt, dust and outdoor temperatures. The employee must occasionally be able to walk the grounds and drive a vehicle in all kinds of weather.

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ADA/EEO Compliance

The Raise Up is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.