



Transforming Parents' Lives. Improving Children's Futures.

Housing Manager

In order to maintain high occupancy levels and compliance with all entities, this position is responsible for leasing of apartments in accordance with regulatory agreements and Warren Village policies and procedures. In order to maximize occupancy and income, this position implements, coordinates, and manages tasks associated with apartment move-ins, move-outs, rent collection and adjustments, resident infractions and resident satisfaction. This position is responsible for supervising the Housing staff to ensure that all regulatory demands are met, as well as timely attendance to rent payments, special claims, rent demands and lease infraction notices

Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.

Essential functions:

- Maintain high occupancy rates by managing move-ins, move-outs, rent payments and rent payment plans.
- Maintains office files for all business and financial records; Maintains tenant files and computer records to ensure accuracy according to HUD, LIHTC and program regulations
- Process applications, certifications, re-certifications and interim certifications by conducting resident meetings, obtaining 3rd party verifications as necessary, calculating income/expenses and entering data into the property management software.
- Maintains approved applicant waitlist
- Determines financial eligibility and first month's rent and deposit for all new residents
- Ensures that rent collection procedures are followed
- Assists with Rent Reporting program documentation
- Prepares monthly Special Claims documentation
- Collaborates with Family Services to enhance resident quality of life and sense of community
- Ensures that the resident's voice is heard, and when appropriate, the allow for the resident's ideas to play a prominent role
- Facilitate New Resident Orientation and/or other community Life Skills classes
- Assist with community and building safety efforts; Respond to crises in buildings, monitor and document security events. Administer resident visitor policies and procedures
- Identifies and resolves tenant complaint issues
- Completes, submits, registers, and tracks all required documentation to ensure compliance with all applicable Warren Village policies, local, state, and federal regulations
- Reviews resident files for Tax Credit and Sect. 8 Compliance
- Maintain required documentation and achieve high scores for tenant files for accuracy and completeness related to various required inspections (E.g. REAC, MOR, CHFA, HOME, HUD and TCEP requirements)
- Prepares and administers all documents pertaining to resident lease infractions and/or demands for compliance. Posts and delivers all necessary communications
- Monitoring of re-certification notification letters in compliance with HUD and LIHTC regulations

- Assists residents with lock-out requests
- Keeps current on all updates and changes in affordable housing regulations and requirements
- Directly supervise Housing staff, including hiring, training, motivating, and evaluating performance
- Develop goals for the Housing Team in conjunction with the overall strategic vision of Family Services and Warren Village
- Responsible for developing and updating departmental training manuals
- Work collaboratively with Warren Village's HUD Compliance vendor/consultant

Minimum Requirements:

- Minimum of a Bachelor's Degree from an accredited university or college (*Two years of related experience may be substituted for one year of education.*)
- Two years of related supervisory experience
- One year of experience working with a chronically homeless population or human services, shelter care or residential programming required
- Experience working with Tax Credit and Section 8 housing regulations

Required/Preferred education and/or experience:

- Two or more years' experience as a Site Manager is preferred
- Previous affordable housing and Subsidized Sec 8 housing leasing experience is required

Salary & Benefits: \$55,000 - \$70,000 annually DOE. Attractive benefit package including medical, dental, and vision insurance as well as a company contributed Health Savings Account and a Flexible spending accounts, company paid Life and LTD insurance, a childcare discount in our fully accredited Early Learning Center, a matching 403(b) retirement plan and a generous PTO package.

To Apply: Interested candidates should submit the following items (as separate PDF attachments) to careers@warrenvillage.org. Subject line: **Housing Manager**.

1. Resume
2. Cover letter

Only applicants selected for an interview will be contacted.

The above declarations are not intended to be an "all-inclusive" list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or another protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.