



Development Manager (Smith and Pollock Buildings)

The Montgomery County Housing Authority (MCHA) is accepting applications for the position of Development Manager for two Pottstown locations. The selected candidate will join a team that provides administrative oversight and onsite presence for the department of Public Housing. An employee in this role is expected to communicate daily with current and prospective residents, maintenance staff and MCHA departments to ensure all actions are within federal and agency program regulations. Confidentiality, sensitivity and the ability to strictly adhere to deadlines and details are required to serve in this role. Annual compensation includes wages of \$55k and a full suite of employee benefits at eligibility. *This incumbent is expected to use technology extensively in completion of work.*

Essential Job Functions:

- Performs front office duties in the assigned communities to address needs of residents and other stakeholders.
- Assists with the overall and efficient operation of the department, including but not limited to assisting with management of various sites and projects; wait lists, budgeting and reporting or assigned.
- Completes work order requests, submits to maintenance staff for completion. Communicates with tenants and maintenance staff about status. Follows up as necessary.
- Lease units, explain information to families, handle/manage tenant relation problems and relate and interact with people of a diverse economic, ethnic, age and racial background. Conducts briefings and orientation sessions with prospective tenants.
- Conducts annual or interim re-certifications including resident interviews for interim and re-examinations, processes in timely manner. Handle lease addendums, rebates etc.
- Completes rent calculations accurately. Accepts and/or processes rent payments. Follows up on late payments; collection and processing of delinquent rental payments and other related charges
- Maintains physical and digital files consistent with HUD and MCHA document retention practices.
- Routinely uses technology including Tenmast Housing software, HUD website, Department of Public Welfare, digital files and banking check scanners in the execution of property management duties.
- Conducts routine inspections and coordinates all move-ins and move-outs.
- May participate in informal or formal hearings with residents in regards to termination of tenancy, lease violations or policy violations.
- Completes incident reports, investigations and follow up for all acts of improper conduct, accidents and/or injuries of employees, residents, visitors, vendors, and contractors.
- Travel between developments and offices located in the MCHA's portfolio as required or assigned.
- Recruit, supervise and train any volunteers.
- Makes referrals to other MCHA services.
- Attends and participates in Tenant Council meetings and agency-sponsored activities.
- Contributes to team efforts by performing any other duties and responsibilities as required or assigned.
- Other duties as assigned.

Qualifications: Education, Training, and/or Experience:

Five (5) years of experience in complex, administrative work in regulated environments.

Previous property management or related experience is preferred.

Bachelor's degree preferred; however, equivalent education, training and experience will be considered.

Must possess valid Driver's License and own transportation.

Current certification or ability to obtain certification as a Public Housing Manager with standards established by the National Association of Housing and Redevelopment Officials.

Knowledge, Skills, & Abilities:

Thorough knowledge of modern office practices, procedures, and equipment.

Knowledge of the principles and practices of public administration, preferably Housing Authority activities.

Ability to handle high volume of incoming calls from participants in the PH.

Ability to read, research, understand and apply HUD, MCHA and PH regulations.

Ability to learn and use technology extensively in execution of duties and assignments.



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Ability to be detail oriented and work independently with minimum errors.

Knowledge of the principles of governmental reporting.

Ability to gather, assemble, correlate, and analyze facts and devise solutions to administrative problems.

Ability to comprehend program goals, objectives, and operations, and to relate these to administrative analysis. Ability to develop, install, and evaluate administrative policies and procedures.

Ability to communicate professionally at all times on behalf of the MCHA.

Ability to apply and interpret departmental policies and procedures.

Ability to establish and maintain effective working relationships with colleagues, officials and the public.

Ability to work effectively as a team member.

Ability to express ideas clearly and concisely, orally and in writing.

How to Apply

Submit resume and cover letter to marcia.robinson@montcoha.org by COB on **Friday, November 19, 2021.**

EEO Statement

The Montgomery County Housing Authority (MCHA) provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.