



Housing Authority of the City of Freeport

Operations Manager

Organization Description

The goal of the Housing Authority of the City of Freeport (HACF) is to provide safe, decent, and affordable housing, to low-income individuals and families, the elderly and persons with disabilities. HACF owns and manages 267 conventional public housing units located within the City of Freeport, IL. HACF receives federal funding, technical and professional assistance through the Department of Housing and Urban Development.

Summary

HACF is currently seeking to fill the position of Operations Manager. This is an administrative and management position reporting to the Chief Executive Officer and is responsible for the overall leasing and management of properties and administrative support services. Compliance with HUD regulations, PHA policies, local landlord/tenant laws and safety codes are required at all times. Teamwork and cooperation are key elements of this position. The Operations Manager works directly and in coordination with leasing and occupancy, compliance, maintenance, and support services staff.

Shared Administrative and Customer Service Responsibilities

- Interact with applicants and residents to provide and process information in response to inquiries, concerns and requests. More specifically, the position must be able to:
 - Work directly with applicants and residents either by phone, electronically or face to face.
 - Obtain and evaluate information to respond promptly to inquiries, handle and resolve issues and complaints.
 - Document details of applicant and resident interactions, transactions, inquiries, comments and complaints.
 - Maintain databases as assigned and related to housing services.
- Ensure privacy and maintain security and control of confidential files and records.
- Perform routine calculations, compile information as needed.
- Comply with federal, state and company policies, procedures and regulations.

- Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.
- Undertake and perform other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.
- Uphold to all Fair Housing principles.
- Assist in recruiting participants for the FSS programs.

Coordination of Tenancy and Tenant Relations

- Collect rents and maintain computer records.
- Follow up delinquent accounts and pursue collections.
- Process rent adjustments in accordance with HUD regulations and PHA policies, including obtaining verifications and entering information into computer.
- Coordinate tenant file maintenance related documentation regarding continuing eligibility.
- Coordinate tenant notices regarding compliance when a violation occurs.
- Assess, recommend, and/or initiate lease termination actions. Preside over lease termination conferences and informal hearings, and prepare written decision. Present PHA's case in fair housing hearings and in court settings.
- Prepare and submit occupancy reports. Make and be prepared to implement recommendations for improvement.
- Counsel residents who are not complying with the terms of the lease, including delinquent payments.
- Resolve conflicts and complaints with residents concerning PHA actions or failure to act, if possible, to avoid grievances.
- Attend resident meetings, prepare agenda and speak when appropriate.
- Prepare tenant newsletter.

Financial Management

- Monitor expenses to ensure spending is within budget. Make and be prepared to implement recommendations to maintain and achieve financial viability.
- Issue purchase orders and track purchases from orders through invoices.
- Process invoices for correctness, accuracy, and proper coding.
- Procure goods and services for project and monitor contracts.

Collaboration with Maintenance Personnel and Contractors

- Maintain records of status of units and monitor preparation of all vacant apartments for rental, to ensure that all vacant units are ready for occupancy within five days of move-out.
- Coordinate and follow up with maintenance, work order system to achieve 100% completion of all emergency work orders within 24 hours and completion of nonemergency work orders within 10 calendar days.
- In coordination with maintenance, post charges associated with work orders, late charges, etc. by entering them into computer and generating notices for residents.
- Coordinate inspections and conduct move-in, housekeeping, and grounds inspections.
- Ensure security by communicating with maintenance, security personnel, and local law enforcement.
- Able to communicate effectively, both verbally and in writing as well as communicate clearly to diverse audiences on all topics relating to the project.
- Knowledge of the operation of the PHA's computer system and hardware including the ability to use basic office equipment such as telephone, fax, copier, E-mail, Windows, and other computer functions and software.
- Ability to establish and maintain effective working relationships and collaboration with peers, supervisors, residents, community agencies, and the public.
- Ability to read, interpret, and analyze HUD regulations, PHA policies and guidelines to make sound decisions.
- Knowledge of laws and standards that apply to property management, such as fair housing laws, landlord/tenant law, OSHA standards, local and state building and safety codes.

- Knowledge of the principles of management and supervision.
- Ability to perform calculations and analyze financial outcomes.
- Ability to prepare clear, concise reports and make astute recommendations regarding all relevant aspects of the property.
- Ability to manage multiple priorities and multiple demands to accomplish tasks.

Qualifications

- Bachelor's degree desired but may be met by high-level property management experience.
- Must be highly proficient in computer skills including Microsoft Office. Must have the ability to learn the organizations public housing software.
- Must obtain a certification as a Public Housing Manager (PHM) within (6) months of employment.
- Valid driver's license.

To Apply

Interested and qualified applicants should send their cover letters and resumes via U.S. mail or email to:

Housing Authority of the City of Freeport
Attention: Bernadette Mekalska
1052 W Galena Ave.
Freeport, IL 61088 or
bmekalska@hacf.us.

Deadline October 22, 2021