

POSITION DESCRIPTION COMPLEX MANAGER

I. INTRODUCTION

The Complex Manager has the primary responsibility of property management activities for Central Texas Housing Consortium (CTHC). Duties are performed in accordance with federal, state, and local laws, applicable regulations, and CTHC policies and procedures.

II. DUTIES AND RESPONSIBILITIES

- A. The following Complex Manager duties are performed in an accurate and timely manner:
1. Accept and process applications by verifying eligibility and suitability for housing.
 2. Maintain waiting and transfer lists.
 3. Initiate and perform lease agreements, new resident briefings and unit inspections.
 4. Process interim and annual certification for changes in household composition/rent calculation.
 5. Enforce lease and community policies.
 6. Collect rent, process account balance notices and serve evictions.
 7. Negotiate payment agreements.
 8. Process maintenance work requests.
 9. Process utility and service billing statements.
 10. Process account adjustments/rent receipts.
 11. Maintain accounts receivable logs.
 12. Maintain/monitor occupancy standards at properties.
 13. Monitor/maintain property appearance.
 14. Handle resident relations.
 15. Prepare miscellaneous reports.
 16. Other duties as required.
- B. Employee must be familiar with HUD regulations and CTHC policies which are pertinent to the housing management function and must be able, with guidance from the Housing Manager, to correctly interpret these documents and apply them in the work place.
- C. Employee must be familiar with all phases of CTHC computer operations, to include word processing, database management, spreadsheet management, and Lindsey software.
- D. Employee must be able to maintain accurate records and be able to complete day-to-day tasks with minimal supervision.

III. EDUCATION/SKILLS

- A. Employee must have a two-year degree from an accredited college that relates to the functions of this position or work related experience.
- B. Employee must be able to type 35 wpm and proficiently use a computer, calculator, and other office equipment.
- C. Employee must project a pleasant demeanor with residents, possess organizational skills, exercise mature judgment, and demonstrate the ability to work as part of a team through good communication skills and flexibility.

IV. PHYSICAL REQUIREMENTS

Employee must be able to stand for long periods, climb stairs, kneel, stoop, lift up to 20 lbs, and walk as required to complete housing inspections. Employee is also required to sit for extended periods of time and use the computer.

V. OTHER REQUIREMENTS

- A. Employee must possess valid Class C driver's license and have a driving record which will meet requirements of the CTHC auto insurance company.

Employee must protect insurability by driving in such a manner both on and off the job so as not to be found guilty of DWI or have been issued a number of traffic violations which result in cancellation of the employee's coverage or an increase in rates. Upon such notice the Executive Director may terminate the employee for misconduct related to the job.

- B. Employee must not be involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance. The Executive Director may terminate the employee for these practices.

VI. SUPERVISION RECEIVED

Employee is under the direct supervision of the Housing Manager.

CERTIFICATION: I have read and understand the above position description, and I agree to fulfill all job requirements.

Employee Signature

Date