

## **BHA Community Manager Job Ad**

### **Community Manager**

The Biloxi Housing Authority (“BHA”) is seeking an experienced Community (Property) Manager to join our team! The primary purpose of this position is to manage all facets of business at an assigned Authority-operated property. The incumbent enforces lease agreements and timely rent payments by residents, ensuring all housing procedures are adhered to and units are compliant with applicable regulations. The incumbent fills vacant units within the acceptable timeframe.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### **Required Education and Experience:**

Associate’s Degree in business, education, or the social sciences and two (2) years of experience as a property manager, or related experience; PHM or IREM certificate is desirable; or

A high school diploma, GED, and four (4) years experienced as a property manager; or

Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.

Knowledge of the HAB property/housing management or relevant property/housing management software.

Must possess a valid Driver’s License and be insurable under the Authority’s plan.

Must be able to pass background check and drug screening.

### **Duties and Responsibilities:**

- Provides professional customer service to residents, general public, and internal staff; responds to requests in a prompt and courteous manner; engages residents in Authority mission.
- Coordinates with BHA management on the development and implementation of housing standard operating procedures (SOPs), and properly implements new procedures; Presents recommendations for improved methods of operation to the Deputy Executive Director.
- Develops and implements effective marketing strategies for assigned property. Maintains 97% occupancy, recommending measures to be taken, including move-in specials, lease incentives, and marketing programs to achieve acceptable lease-up of property.
- Maintains a professional onsite presence and is readily available to tenants during established business hours for assigned property.
- Orients new residents: shows unit, explains lease and briefs them on Authority guidelines, rules, and regulations.
- Ensures the timely and accurate calculation of rent for initial eligibility, annual, and interim recertifications.

- Refers residents to social service agencies for financial or other assistance, and/or refers individuals to resident services staff. May directly assist with resident services initiatives.
- Advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends informal hearings. Represents the Authority in court.
- Prepares legal documents, including non-payment of rent or other violations. Works out agreements to ensure repayment of past-due amounts.
- Coordinates supportive services for assigned property; actively participates in and develops tenant association activities; meets with leaders to plan meetings and suggest ideas to improve participation and resolve problems.
- Conducts housekeeping inspections; coordinates with the Maintenance department to provide services, assist with inspections, and generate inspection reports and tenant billing statements.
- Inspects units, buildings, and grounds on a regular basis to maintain an attractive, safe, family-friendly environment; resolves unsatisfactory conditions.
- Other related duties as assigned.

**Benefits and Compensation:**

BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is \$42,500.00 - \$59,500.00. Salary is commensurate with experience and qualifications.

**Location:** Biloxi, MS