



## **Job Posting**

**Position:** Community Manager

**Summary:** 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.

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<https://biloxihousing.org/about-us/careers/>

- 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

# BILOXI HOUSING AUTHORITY

## Position Description

Classification: **Community Manager**

Supervisor: **Regional Community Manager**

Department: **Property Management**

Status: **Exempt**

Pay Grade/Range:

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### Summary

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.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. 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.
2. Properly implements new procedures; Presents recommendations for improved methods of operation to the Senior Community Manager.
3. Develops and implements effective marketing strategies for assigned property.
4. Maintains 97% occupancy, recommending measures to be taken, including move-in specials, lease incentives, and marketing programs to achieve acceptable lease-up of property.

## **BILOXI HOUSING AUTHORITY**

### **Position Description**

5. Maintains a professional onsite presence and is readily available to tenants during established business hours for assigned property.
6. Orients new residents, shows unit, explains lease contract rules and addenda for the property; efficiently processes move-outs and transfers.
7. Resolves tenant disputes and complaints in a timely and professional manner.
8. Maintains 97% rent collections.
9. Ensures the timely and accurate calculation of rent for initial eligibility, annual, and interim recertifications.
10. 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.
11. Manages property by enforcing lease, advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends informal hearings. Represents the Authority in court.
12. Prepares legal documents, including non-payment of rent or other violations. Works out agreements to ensure repayment of past-due amounts.
13. 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.
14. Conducts housekeeping inspections; coordinates with the Maintenance department to provide services, assist with inspections, and generate inspection reports.
15. Inspects units, buildings, and grounds on a weekly basis to maintain an attractive, safe, family-friendly environment; resolves unsatisfactory conditions.
16. Prepares all weekly, monthly, and annual reports relating to assigned development; maintains reports and submits to appropriate department(s) or agencies.
17. Assists in the preparation of budget estimates, adheres to the approved budget by monitoring expenditures and takes corrective action to ensure compliance; coordinates with the Finance department on budgetary matters.
18. Manages financial operations, including but not limited to, inventory of property designated to the assigned development and conciliation of rent collections; safeguards deposits and accounts for rental receipts.

## **BILOXI HOUSING AUTHORITY**

### **Position Description**

19. Reviews ledgers and makes adjustments; prepares and maintains forms, records, and reports.
20. Maintains all files and records in an organized, compliant, and efficient manner.
21. Performs quality control review of property files; corrects file deficiencies identified by periodic review.
22. Other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

1. Knowledge of state-of-the-art techniques and practices for the effective marketing and management of rental dwellings: current ARM certification as issued by the International Real Estate Management Association, or its equivalent, is desirable.
2. Extensive knowledge of the operations and procedures of BHA properties.
3. Knowledge of the purposes, policies, and regulations of existing housing programs as established by HUD or the BHA.
4. Knowledge of the local, state, and federal laws governing the housing programs, including inspection standards, such as NSPIRE and Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
5. Knowledge of the regulations affecting BHA's housing programs and demonstrated ability to understand the terms, conditions and content of BHA's standard operating procedures for property management. Knowledge of the BHA Administrative plan.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
7. Skills in marketing and effectively leasing rental properties.
8. Knowledge of the proper BHA procedures for collecting and processing rental-related revenues and properly processing and recording the transactions.
9. Strong customer service skills.
10. Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
11. Ability to communicate effectively, tactfully, yet firmly, in English, both in writing and orally.

# BILOXI HOUSING AUTHORITY

## Position Description

12. Demonstrated knowledge of business English, spelling, punctuation, and arithmetic.
13. Ability to perform program required computations with speed and accuracy
14. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials;
15. Ability to communicate with people from a broad range of socio-economic backgrounds.
16. In order to serve and accommodate working customers, be willing and able to work pre-scheduled evening and Saturday hours.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

# BILOXI HOUSING AUTHORITY

## Position Description

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

### Supervision

The employee receives instructions from the Regional Community Manager. Courses of action, deadlines, and priorities are established by established procedures, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually addressed independently or in consultation with the Senior Community Manager. The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures and the attainment of objectives.

### Minimum Education and/or Experience

1. Associate's Degree in business, education, or the social sciences and two (2) years of experience as a property manager, or related experience.
2. A high school diploma, GED, and four (4) years experienced as a property manager; or
3. Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.
4. Knowledge of property/housing management software.

### Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

# **BILOXI HOUSING AUTHORITY**

## **Position Description**

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks, including housing management software.

### **Special Requirements**

1. Must possess a valid driver's license, have reliable transportation, and be insurable under BHA's automobile insurance plan.
2. Must obtain housing certification within a year of holding position.
3. Criminal background checks will be performed on all applicants.
4. This position is expected to answer after-hours emergency calls.
5. Must be bondable.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily stationary, but is regularly required to move throughout the office and the property. Individual must often climb stairs and walk properties. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. Daily movements include moving about the properties and attending onsite meetings with residents. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery. The employee must occasionally transport up to 25 pounds.

### **Working Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be



## **BILOXI HOUSING AUTHORITY**

### **Position Description**

loud, and the environment may be more hazardous than a standard office environment. This position is required to work with the public, including Authority residents.

### **Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**