

**POSTING #754**

**External/Internal Posting**

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**EMPLOYMENT OPPORTUNITY**

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**Akron Metropolitan Housing Authority  
100 West Cedar Street  
Akron, Ohio 44307**

**December 8, 2015**

**POSITION: HOUSING PLACEMENT SUPERVISOR  
AVAILABLE: IMMEDIATELY  
LOCATION: HOUSING PLACEMENT  
FLSA Status: EXEMPT  
Minimum: \$44,320 (Grade 400)**

**General Purpose**

The primary purpose of this position is to oversee the housing placement activities for the Akron Metropolitan Housing Authority (“AMHA” or “Agency”), ensuring compliance with all applicable regulations. This position is responsible for coordinating AMHA lobby coverage as well as customer service and audit functions. The position must ensure that activities meet or exceed the Agency’s goals with regard to the U.S. Department of Housing and Urban Development (HUD), the Section 8 Management Assessment Program (SEMAP), and the Public Housing Assessment System (PHAS) requirements. Incumbent manages subordinate staff. All activities must support AMHA's mission, strategic goals and objectives.

**Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Supervises the activities of Housing Placement staff members; ensures that department and Agency objectives are met through the coordinated efforts of department personnel; ensures that work is prioritized and appropriately assigned; sets clear expectations and goals, provides timely feedback, and completes coaching sessions on a timely basis; provides appropriate training to staff members, and assures that staff has appropriate tools and resources to achieve their objectives; ensures that staff work activities and management actions are in compliance with applicable union contracts; interviews and recommends new Housing Placement hires ensuring that positions are filled with individuals who meet the skill, ability and experience levels required by the position; ensures that subordinate employees are trained in and follow appropriate safe work practices at all times; manages communication channels between subordinate staff and other departments within the Agency.
- Ensures the proper selection and placement of qualified applicants for admission to public housing in accordance with the applicable regulations and procedures; ensures that Housing Placement activities meet or exceed HUD, SEMAP and PHAS goals; develops policies and procedures ensuring that AMHA maintains a high occupancy rate; ensures that all occupancy records and applicant files are complete, accurate and current; ensures that all criminal background checks, including all FBI fingerprint documents, are thoroughly reviewed to ensure compliance with regulations; manages the AMHA wait lists ensuring compliance with applicable regulations; conducts audits and reviews reports to ensure compliance with program requirements.
- Develops policies and procedures to implement HUD guidelines for housing placement activities such as admissions, transfers, income determination, etc.; updates policies as HUD regulations change; informs Agency personnel of such changes; provides training to Agency staff as necessary to ensure compliance with HUD guidelines; maintains expert knowledge of applicable federal regulations.
- Resolves applicant and tenant complaints involving admissions, occupancy and/or transfer disputes; provides clients with appropriate information and reasons for decisions; represents AMHA in a professional and courteous manner at all times; ensures excellence in customer service.
- Investigates transfer requests; determines whether applicants are under- or over-housed; makes

appropriate decisions about the approval or denial of transfers due to hardships; obtains necessary information from managers, residents and security personnel as required; meeting with Deputy Director to discuss hardship cases; provides managers and clients with appropriate follow-up and disposition.

- Coordinates relocation of residents during the comprehensive modernization of Agency sites, including interviewing residents, offering housing and coordinating resident moves.
- Coordinates AMHA lobby coverage schedules.

#### Miscellaneous

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Attends and participates in meetings as necessary; attends seminars and participates in speaking engagements for the purpose of marketing Agency programs.
- Maintains a record of acceptable attendance and punctuality.
- Other duties as assigned.

### **Minimum Qualifications**

Extensive knowledge of the Admissions and Continued Occupancy Policy and the Housing Choice Voucher Administrative Plan; understanding of AMHA's strategic goals and structure; extensive knowledge of and ability to effectively research HUD regulations; knowledge of HUD relocations regulations; public speaking skills; skills in multi-tasking, prioritization and problem resolution; familiarity with Authority employment policies and union agreements; extensive supervisory and training abilities.

Bachelor's degree and a minimum of three (3) years experience working in housing placement or related area; or an equivalent combination of education and experience. Certification in Housing Placement, Rent Calculations and Income Verification is required. Supervisory experience is preferred.

### **TO APPLY**

Internal applicants respond by completing an internal form (AMHA-364) to the Human Resources Department by 4:30 p.m., December 14, 2015. External applicants submit resume or job application to AMHA, Human Resources Department, 100 W. Cedar St., Akron, OH 44307; e-mail in WordPerfect, Microsoft Word, or Microsoft Works format to [personnel@akronhousing.org](mailto:personnel@akronhousing.org); or apply in person Monday through Friday from 9:00 a.m. to 3:00 p.m. AMHA job line (330) 252-9262

***“This is a Section 3 Covered Position and we encourage HUD recipients to **apply**”***