Title: Assistant Housing Management Representative (AHMR)

Job Type: Non-Exempt ☒Exempt ☐

Job Grade: 4

Work Location: Harrisburg Office

Division: Housing Management

Reports to: Manager of Project Operations

Job Purpose
Administrative support for the Manager of Project Operations and Housing Management Representatives, conduct compliance monitoring for an assigned portfolio of properties, while providing light administrative support to the department.

Essential Functions

1. Maintain Division management electronic files and code documents for scanning.
2. Answer department’s main number, answer for satellite offices when needed, and assist the Customer Solution Center as needed.
3. Assist Manager of Project Operations with administrative duties as requested.
4. Prepare amendments to Management Agreements and maintain processing log.
5. Maintain the email library on mass emails.
6. Perform HMR functions per the Internal Operations manual. Some tasks include compliance monitoring of properties (tax credit, HOME, Housing Trust Fund, and other funding sources), review and approval of management and legal documents, ensure Accessible Unit Policy is being administered, participate in tax credit application processing, perform rent approvals, conduct rent-up meetings, complete reports as assigned, etc.
7. Participate in one or more Housing Management Workgroups, as assigned.
8. Participate in trainings and subscribe to pertinent listservs.
9. Handle property complaints for assigned portfolio or as assigned by Manager of Project Operations.
10. Participate in and attend PHFA’s annual Multifamily Affordable Housing Conference.
11. Inform the Senior Housing Management Representative on matters pertaining to the operation and management of assigned portfolio on a consistent basis.
12. Complete any special assignments as may be requested by the Senior Housing Management Representative, Manager of Project Operations, or the Director of Housing Management.
13. Follow all policies and procedures per the PHFA Internal Operations Manual.
14. Attend and participate in scheduled staff meetings.
15. Update/review the monthly project status report.
16. Maintain a good working relationship with Agency staff.
17. Must maintain a daily physical presence at the office as assigned. PHFA currently has a hybrid work schedule which is subject to change.
18. Ability to travel for work assignments.
19. Other work duties as assigned.

### Job Requirements

**Education:** Associate or bachelor’s degree in business preferred.

**Experience:**
- Property Management and/or Compliance experience within the Affordable Housing Industry.
- 1 – 3 years of experience in office management or business office skills, including the ability to efficiently use the computer, copier, scanner, postal meter, and other standard office equipment.

**Knowledge/ Skills:**
- Demonstrate proficiency in Microsoft Office including Word, Excel, and PowerPoint.
- Demonstrate the ability to multitask, manage time effectively, and meet deadlines while maintaining a positive attitude.
- Demonstrate excellent written and verbal communication skills, including providing superior customer service to PHFA customers/clients/staff.

**Licenses/ Certifications:**
- Tax credit and Fair Housing Certifications preferred.

### Travel

- ☐ None  ☐ Light  ☒ Frequent  ☐ Other:

### Working Conditions

**Physical Demands:**  ☐Lifting/Carrying  ☒Walking  ☒Sitting  ☐Standing  ☐Other