Title: Housing Management Representative I  
Job Type: Non-Exempt ☐ Exempt ☐

Division: Housing Management  
Job Grade: 5

Reports to: Senior Housing Management Representative

**Essential Duties and Responsibilities**

The Housing Management Representative I will be responsible for monitoring compliance of a specific portfolio of properties financed by the Agency. The HMR I must be thoroughly familiar with all applicable program rules, regulations, and requirements pertaining to the management and compliance of the HUD Section 8 Program, the HOME Investment Partnership Program (HOME), the Federal Low-Income Housing Tax Credit programs and other programs as they arise. Specific duties will include the following:

1. Schedule and conduct Annual File and Management Reviews with Owner, Agent, and on-site staff.
   a. Update Development Data Reports at each management review or as changes occur.
   b. Conduct exit interviews to review all findings in need of correction. Follow-up with written correspondence in a timely manner to relevant Owner and Agent personnel of all findings noted during management reviews. Perform follow-up until all items are corrected.
   c. Record pertinent management review information in the Multifamily Database
2. Review, approve, and ensure continued compliance with each property’s Management Plan, Affirmative Fair Housing and Marketing Plan (AFHMP), Resident Selection Plan, Income and Rent Restrictions, Set-Asides, Fair Housing Procedures Indenture of Restrictive Covenants, Regulatory Agreements, and all program funding guides (i.e., HUD 4350.3 etc.).
3. Ensure Accessible Unit Policy is being administered. Track accessible units and ensure that the property is attempting to fill them with households who need the features.
4. Participate in the Proposed Development application process. Conduct site visits and complete proposed development site visit reports as assigned.
5. In conjunction with appropriate Agency staff, schedule and conduct rent-up meetings with Owner, Agent, and On-Site staff for new properties coming on-line.
6. Review all applicable legal documents for new developments prior to commitment and for all changes in Management Agent. Provide applicable low/high HOME rents.
7. Review and approve staffing and salaries on the annual budgets per the Internal Operations Manual.
8. Review and approve property rents annually.
9. Contribute to one or more Housing Management Workgroups, as assigned.
10. Participate in planning and executing sessions for the Multifamily Affordable Housing Conference.
11. Participate in trainings and conduct customer trainings as assigned. Represent the Agency at industry events, as requested.
12. Keep informed of all new HUD and LIHTC program requirements by subscribing to pertinent listservs.
13. Handle all property complaints for assigned portfolio or as assigned by Senior Management Representative or Manager of Project Operations.
14. Review PennHOMES and HTF Annual Reports and conduct follow-up as needed.
15. Complete and submit Quarterly Occupancy and Rent-up Reports as necessary.
16. Inform the Senior Housing Management Representative and the Manager of Project Operations on matters pertaining to the operation and management of assigned portfolio on a consistent basis.
17. Complete any special assignments as may be requested by the Senior Housing Management Representative, the Manager of Project Operations, or the Director of Housing Management.
18. Follow all policies and procedures per the PHFA Internal Operations Manual.
19. Maintaining a daily physical presence at the office is required to collaborate with team members. Due to COVID-19, PHFA may utilize a remote or hybrid work environment. Remain available throughout scheduled office hours when working remotely.

### Education and/ or Work Experience Requirements

1. College graduate with degree from accredited academic institution. Three or more years relevant work experience in related field may be substituted.
2. Ability to plan, organize and complete work assignments within set deadlines.
3. Ability to communicate effectively both verbally and in writing, including effectively communicating with internal staff and external customers.
4. Ability to work well with supervisors, partners, and coworkers.
5. Thorough knowledge of all Section 8, HOME, and LIHTC program requirements.
6. Ability to independently and within a team.
7. Familiarity working with the AS400 and Microsoft Word, Excel, Access, Outlook, and PowerPoint.

### Physical Requirements

1. Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
2. Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
3. Must be able to work out of PHFA’s Norristown office.
4. Must have reliable transportation and be willing and able to travel as assigned, including overnight stays.
5. Must have access to internet in the event remote work is required.