

Client Housing Manager Job Posting & Description

Community Shelter Board (CSB) seeks a non-exempt, full-time Client Housing Manager.

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. This position is responsible for overall management, improvement, and innovation of relationships with partner agencies, local agencies and government entities providing client documentation required within the Unified Supportive Housing System and Rental Assistance programs. This position is responsible for administrative and clerical support for CSB's Rental Assistance and Unified Supportive Housing Programs, specifically responsible for ensuring client documents required are obtained for client files.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Minimum qualifications are

- Congruence with agency mission and values
- At least three years of experience in an office setting
- Must have a valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check

Experience working in a not-for-profit setting and working with homeless and/or other disadvantaged populations are preferred.

CSB offers a competitive salary and a highly unique benefit package:

health, dental & vision insurance • employer-funded flexible spending accounts • life insurance
401(k) plan with up to 10% employer contributions • lifestyle spending account for personal growth
4 weeks paid time off • 10 paid holidays • hybrid work environment • healthy work/life balance
free parking • strengths-based culture • active diversity, equity & inclusion program
dynamic leadership development program

Learn more about CSB at www.csb.org. Interested applicants should submit a resume and cover letter to hr@csb.org by June 12, 2022. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

Title of Position: Client Housing Manager

Pay Range: 55,000 – 65,000

Status: Non-Exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Housing Director

Unit: Housing Department

BASIC FUNCTION

This position is responsible for overall management, improvement, and innovation of relationships with partner agencies, local agencies and government entities providing client documentation required within the Unified Supportive Housing System and Rental Assistance programs. This position is responsible for administrative and clerical support for CSB's Rental Assistance and

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Unified Supportive Housing Programs, specifically responsible for ensuring client documents required are obtained for client files.

EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals for the organization by ensuring that rental assistance and leasing programs funded by the U.S. Department of Housing and Urban Development (HUD) are administered effectively, efficiently, and in compliance with HUD requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Collaborate with partner agencies to house disabled people experiencing homelessness in rental units in Columbus and Franklin County, Ohio.
2. Assists with sending and assuring fully executed rental assistance agreements with tenants and partner agencies are returned for rental assistance files.
3. Assists with sending and assuring fully executed rental assistance contracts and leases with landlords, as applicable, are returned for rental assistance files.
4. Assesses tenant lease, rent, and utility compliance with HUD Fair Market Rent, rent reasonableness, and other requirements.
5. Assists the Housing Director and Housing Department staff in coordinating with landlords, tenants, and partner agencies to help keep tenants stably housed in appropriate, safe, and sanitary units.
6. Coordinates with Housing Administrator to schedule annual recertification process and works with Housing Inspector to schedule annual inspections.
7. Monitors annual recertification paperwork as it is returned and sends subsequent requests, requests for missing documents and termination notices when appropriate.
8. Coordinates paperwork needing signatures to send with inspector during inspections.
9. Assists with tenant and landlord grievances and appeals, as needed.
10. Assists tenants who reach out to the Housing Department for assistance and follow-through.
11. Assists with processing new move-in and transfer files and landlord increase requests as needed.
12. Coordinates with the USHS Program Manager to collect missing documents from client applications.
13. Assists in processing USHS applications as needed.
14. Maintains physical and electronic records, in accordance with HUD requirements.
15. Assists with PR&C and funder visits, as requested. Assures compliance with funder requirements and monitors for compliance, as appropriate.
 - a. Funder audits/reviews are without exception/finding. All files are found complete and compliant.

OTHER FUNCTIONS

1. Provides technical assistance to partner agencies within the scope of authority.
2. Attends other agency and/or organizational meetings as requested.
3. Assures that effective communication is maintained within areas of responsibility.
4. Provides back-up staffing for the Housing Department, as needed.
5. Maintains complete and adequate files, records, and documentation.
6. Active participant in staff meetings.
7. Effectively collaborates internally with other CSB staff to ensure best possible work products are delivered.

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8. Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
9. Other duties as requested.
10. Contributes to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

KEY LEADERSHIP COMPETENCIES

1. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
2. Is able to marshal resources, information, and activities in an effective and efficient manner to accomplish a goal.
3. Can accurately plan projects/tasks with regards to length and difficulty. Can set objectives and goals and anticipate plan for roadblocks. Can establish processes in order to work efficiently. Is able to plan tasks and projects in a detailed and thorough manner.
4. Is able to focus on critical tasks, appropriate time accordingly, and make decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure.
5. Understands group dynamics, roles, and needs of groups and their members.
6. Written communications convey messages and information in a clear and concise manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Proven competency in communication skills, both oral and written.
2. Demonstrated attention to detail.
3. Knowledge of functional aspects of accounting departments, including accounts payable and accounts receivable.
4. Excellent organization skills.
5. Excellent time management skills.
6. Excellent project and process management skills.
7. Proven ability to work independently and manage deadlines.
8. Proven ability to manage large amounts of information effectively.
9. Ability to get along with diverse personalities.
10. Skilled in Microsoft Windows, Outlook, Word, Excel, and Internet.
11. Knowledge of issues related to homelessness preferred.

PHYSICAL OR MENTAL DEMANDS

1. Ability to function effectively in a fast-paced, rapidly-changing environment and willingness to create new processes and procedures to address new and emerging challenges.
2. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities
3. Ability to maintain/oversee multiple projects simultaneously
4. Strong analytical and reasoning abilities
5. Quick learner
6. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible
7. Ability to establish credibility and be decisive while supporting the agency's needs and priorities

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EDUCATION/EXPERIENCE & OTHER REQUIREMENTS

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- Experience working in a not-for-profit setting preferred
- Experience working with homeless and/or other disadvantaged populations preferred
- Must have a valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check

Job Outcomes Monitoring and Reporting:

1. Documented quarterly job performance discussion with supervisor.

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