

Jurisdictional Class: Competitive  
Adopted: October 28, 2013  
Revised: March 6, 2023

**HOUSING ASSISTANCE SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the management of all tenant relations and oversight of various programs to promote the efficient operation of the Plattsburgh Housing Authority (PHA) and Plattsburgh Housing Authority property management and ensure compliance with all standards of the Federal Department of Housing and Urban Development (HUD), New York State Division of Housing and Community Renewal (HCR), as well as other applicable federal, state, local, and PHA policies, regulations, codes, and laws. An incumbent is primarily responsible for overseeing the admission to tenancy, verification of income for continued occupancy, the determination of rents, the resolution of complaints and conflicts, and oversight of rental housing and homelessness programs administered by the agency. The work is performed under general supervision in accordance with established policies and procedures with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. The incumbent has direct supervision over subordinate professional and office staff. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Ensures proper execution of the Public Housing and Plattsburgh Housing Authority property management programs by overseeing the compliance of all HUD, NY State, and other applicable federal, state, local, and PHA policies, regulations, codes, and laws;

Oversees and supervises communication with tax credit investor, NYS Housing and Community Renewal, and other interested parties;

Personally performs or oversees the interviewing of tenants, processing of applications, and maintaining of tenant control records;

Recommends approval or rejection of tenant applications;

Approves re-determinations of eligibility prepared by subordinate employees;

Works with community based organizations to ensure residents are receiving required services;

Resolves resident complaints and conflicts;

Conducts, investigates, and discusses financial difficulties with tenants and resolves rent payment discrepancies, and problems and explains rental accounts;

Attends City Court for small claims to recoup money owed to PHA;

Attends fair hearings on ineligible applicants;

Works with legal counsel, local law enforcement, process servers, and other community based organizations to resolve complaints and conflicts, pursue fraud cases, ensure eviction process is compliant and to process evictions, and to determine eligibility or ineligibility for services;

Oversees criminal background check process;

Oversees and coordinates with staff for reacquisition of units when vacated, for the filling of vacant housing units, and to ensure compliance with number of vacancies monthly;

Attends monthly management meetings;

Actively participates on PHA committees designed to enhance opportunities for resident self-sufficiency and to strengthen community relationships;

Inspects certain housing units on an annual basis and others on a complaint basis;

Obtains necessary information and files accident reports;

## Housing Assistance Supervisor

Responds to routine correspondence independently and prepares drafts of other correspondence for review by the Executive Director;

Coordinates with accountant to participate in creation of annual budget;

Oversees and supervises the work of subordinate professional and office staff;

Maintains and submits a variety of reports, files, and records to ensure program compliance.

Housing Assistance Supervisor

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of investigation procedures, tenant selection, the Low Income Housing Tax Credit program, and the applicable provisions of the New York State Public Housing Law and applicable federal regulations;

Good knowledge of the principles and practices involved in the operation and maintenance of a large scale apartment complex;

General knowledge of applicable provisions of the New York State Penal Law and other local, state, or federal housing codes, laws, and regulations;

Working knowledge of the theory of, and problems relating to, public housing and the Low Income Housing Tax Credit program;

Ability to recognize indicators of potential fraud or criminal activity as related to residency, household composition, and income;

Ability to communicate effectively both orally and in writing;

Ability to establish and maintain effective professional relationships with coworkers, local law enforcement, and clients of varied social, economic, and educational backgrounds;

Ability to maintain accurate records and prepare reports;

Ability to oversee, plan, and supervise the work of others;

Skill in interviewing;

Sound judgment.

### **MINIMUM QUALIFICATIONS:** Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and two (2) years of administrative, office supervisory, or program management experience with a public agency or private business; or

(b) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as defined in (a) above; or

(c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.