

RECERTIFICATION AND COLLECTIONS MANAGER
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for the management all phases of the annual eligibility recertification program, rent collections, and lease terminations for individuals receiving housing assistance payments administered by the Albany Housing Authority. Work is performed under the general supervision of a member of Senior Administration and is subject to review and evaluation on the basis of compliance with Federal and State regulations, NYS Real Property Actions and Proceedings Law and AHA policy and procedure. Supervision may be exercised over subordinates.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- In cooperation and with guidance from General Counsel, manages or performs all activities necessary to implement the statutorily defined process and in-house procedure for evicting tenants for non-payment of rent or for cause (violation of the terms and conditions of the lease);
- Assures the accurate maintenance and updating of a computer data base that tracks court ordered rent arrears repayment agreements;
- Monitors the negotiation of terms and conditions of court ordered rent arrears repayment agreements for compliance with AHA policy;
- Tracks adherence to court ordered rent arrears repayment agreements and takes action to terminate leases pursuant to AHA procedures for violations;
- Works directly with residents to resolve complaints or discrepancies in their rent account;
- Supervises Housing Eligibility Assistant(s) or clerical support staff engaged in the process of performing or facilitating annual or interim eligibility recertification, rent collection or adjustment and collections;
- Supervises or participates in the creation and maintenance of detailed records;
- Manages or directly handles incoming mail and answers correspondence as necessary;
- Collects or supervises the collection of information and documentation to support the activities of the title and any subordinates;
- Assists with training new employees;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of general business practices and office procedures;
- Working knowledge of the principles and practices of public administration;

- Good knowledge of arithmetic, general business math, written and verbal communications skills;
- Good knowledge of office terminology and equipment, including personal computers;
- Good supervisory skills;
- Good knowledge of personal computers and office equipment;
- Ability to learn, manage, enforce, and comply with highly specific and detailed processes and procedures;
- Ability to interpret and make decisions in conformance with relevant laws, regulations, and policies;
- Ability to plan, organize, coordinate and supervise the work of a group of employees and to make recommendations concerning the development or refinement of the procedures that define their activities;
- Ability to relate to and communicate tactfully and professionally with the public, co-workers, subordinates, superiors and representatives of other agencies;
- Integrity, responsibility, accountability, and good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree, or higher in Accounting, Finance, Business Administration or Public Administration AND two (2) years full-time paid satisfactory experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Accounting, Finance, Business Administration or Public Administration AND four (4) years of satisfactory, full-time paid experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years full-time paid satisfactory experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria