

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Customer Service and Operations Manager
Reports to: Director of Operations
Department: Housing Management
Date: January 2026
FLSA Status: Exempt

Minimum Salary: \$62,300

Apply for Manager of Operations & Customer Service using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=306a45fc-3c35-4dad-b801-9a3d44340507&cclid=19000101_000001&lang=en_US&jobId=9200898753159_1&&source=EN

General Purpose:

The primary purpose of this position is to support the Director of Operations in all aspects of managing the housing portfolio. This role assists with all areas of property management, including the lead for on-call responsibilities, on-site maintenance and inspections, vacancy turnover, leasing, customer service resident issue resolution, fire reports, insurance and property loss claims, communication requests rent collection, budget development and other tasks related to the operation of housing developments. This position also coordinates and oversees all new and ongoing maintenance training and staff development. Additionally, it participates in the Authority's short and long-term strategic planning efforts and works to align daily operations with the Authority's overall goals and objectives.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

Supervises the work of subordinate staff- including the administrative assistant, housing inspector and customer service clerks- by prioritizing tasks, assigning work appropriately, and setting clear expectations and goals. Provides timely feedback, conducts coaching sessions, and ensures staff receive proper training and have the tools and resources needed to succeed. Ensures positions are filled with individuals who possess the required skills, abilities, experience, and competencies. Ensures all work activities follow applicable union contracts and that staff consistently follow safe work practices. Manages communication between staff and other Agency departments; recommends or administers disciplinary actions up to and including suspensions and terminations; approves timesheets and leave requests; and monitors employee attendance.

- Responds promptly to questions and concerns from customer service clerks, lead property managers, maintenance supervisors, property managers, management aides and maintenance staff; Oversees and responds to Director's Inquiry Line. Oversees customer satisfaction surveys and responses.
- Assists the Director of Operations in identifying property management improvement needs and establishing priorities. Completes assignments involving all aspects of Low-Income Public Housing,

Project Based Multi-Family Rental Assistance and Tax Credit sites, including property coverage and move-in audits... Primary focus areas include vacant-unit turn times, open work orders for sites and Skilled Trades and National Standard for Real Estate Inspection (NSPIRE) inspection requirements.

- Conducts regular property inspections to ensure maintenance work is completed correctly and to identify areas needing improvement. Provides guidance in developing measurable action plans to complete required work. Assists managers with NSPIRE inspections as needed and assigns related work orders.
- Assists and oversees special projects assigned by the Director of Operation or Deputy Director.
- Develops, coordinates and oversees janitorial and maintenance training programs, including the float crew. Supports property management in identifying training needs at both the site and individual levels.
- Works with Director of Operations, Property Manager and site staff to prepare for NSPIRE inspections. Serves as a liaison between site staff, Skilled Trades and Lead Managers once an inspection is scheduled. Provides support to ensure adequate staffing coverage and assist PM staff with unit inspections prior to maintenance entry through final Quality Control inspections.
- Oversees and lead in emergency on-call management. Serves as backup to subordinate staff and participates in weekend and after-hours on-call rotations as needed. Responds promptly to after-hours emergencies and ensures all calls receive follow-up. Oversees multi-day crisis situations such as fires and flooding.
- Maintains all fire-related policies and procedures; ensures staff compliance; develops and implements fire safety procedures; and coordinates with Legal, Construction and insurance representatives regarding the fire claims; processes charges to tenants related to fire damages and monitors payments.
- Maintains clear and consistent communication with outside agencies, tenant groups, neighbors, and internal Housing Authority departments.
- Contributes to the development of operational strategies, property management practices, and HUD-compliance goals. Assists Lead Managers with new-hire training to ensure consistent standards across all sites and provides additional training support for existing staff as needed. Prepares monthly reports for the Director of Operations on progress toward established goals and actively participates in weekly vacancy and operations meetings.

Miscellaneous

- Coordinates efforts with other departments (e.g., Housing Placement Services, Facilities Maintenance, Purchasing/Inventory Control, and Security) and with external agencies.
- Participates in coaching sessions; attends meetings and follows up as necessary.
- Participates in on-going training related to HUD regulations and A & O policies.
- Maintains a record of acceptable staff attendance and punctuality.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive “can-do” attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes working colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customers want, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following up
- Considers every customer interaction as important
- Always delivers on customer commitments, measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that consultation, products and services delivered address the customer's needs by asking customer for feedback

Effective Communication: Ensures important information is passed on to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed.
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting
- Uses correct grammar, spelling and punctuation
- Maintains eye contact when speaking
- Thinks through main ideas that he/she is trying to express
- Ensures information is accurate; stops rumors from spreading

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers and subordinates

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates. This skill is characterized by the following types of behaviors:

- Makes expectations clear
- Establishes a manageable workload
- Accomplishes long-term objectives by planning and taking the necessary steps
- Keeps focus on big picture while implementing details
- Provides consistent and continuous feedback of work performance
- Positively reinforces desired outcomes
- Recognizes performance on a timely basis
- Conducts coaching sessions on time and provides complete and constructive feedback
- Deals with sub-par performance effectively, sensitively and on a timely basis

Job Competencies:

Comprehensive knowledge of the United States Department of Housing and Urban Development's regulations and property/housing management as well as general landlord/tenant and fair housing laws; knowledge of NSPIRE, UPCS and PHAS regulations; comprehensive knowledge of HUD recertification directives and mandates and Admissions and Continued Occupancy policies; knowledge of maintenance, including preventative maintenance; knowledge of procurement procedures and policies and budget management; knowledge of accounting and finance; ability to analyze property needs and design and implement procedures and policies; understanding of Authority strategic goals and structure; skills in multi-tasking, prioritization and problem resolution; familiarity with Authority employment policies and union agreements.

Education, Experience and Certifications:

Bachelor's Degree and a minimum of seven (7) years of property management experience including a minimum of three (3) year of supervisory experience, or an equivalent combination of experience and education. Public Housing Management Certification or other equivalent property management certification is required within one year of date of hire. Must have valid Ohio driver's license and be insurable under AMHA policies.

Computer Skills:

To perform this job successfully, an individual should be competent in the usage of housing management software, HUD systems, databases, e-mail, internet, spreadsheet and word processing

software. Must be able to learn other computer software programs as required by assigned tasks.

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

While performing the duties of this job, the employee is frequently required to move about their assigned properties, ascending and descending stairs and ladders to meet with residents, conduct physical inspections and observe property activities. While inspecting housing units and/or maintenance work, the employee may occasionally be required to position self to observe work completed under cabinets, sinks or in high locations. Incumbent is also often required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 40 pounds.

Working Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office, residential property and outdoor environment. Employee may be exposed to outdoor weather conditions and possibly hostile and/or dangerous situations. Moderate noise level.

AMHA offers a culture devoted to everyone being equally valued, a comprehensive compensation and benefits program including, but not limited to: Competitive salary; Participation in the Ohio Public Employees Retirement System; Excellent medical, free dental and vision plans with minimal out of pocket cost; Basic Life insurance; Fourteen paid holidays; Paid vacation, personal and sick plans.