

Housing Specialist - Project Based

Dept/Div: *Housing*

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate administrative work in support of the agency's assisted housing programs, and related work as apparent or assigned. Work is performed under the limited supervision of the Project Based Housing Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function 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.

Essential Functions

- Provides excellent client service, which is responsive, considerate, and respects confidentiality while delivering quality public services and service experiences to clients. Helps to develop and maintain effective and efficient client service practices.
- Maintain program compliance with applicable agency policy, federal regulations, state and local laws.
- Conducts applicant and new tenant orientation workshops or individual meetings to determine eligibility for the rental unit; provides an explanation of programs and reviews the content of various documents.
- Create, maintain and update as necessary the waiting list for the CDA owned properties.
- Shows units to prospective tenants and coordinates or completes move-in/move-out, housekeeping, annual and special inspections as needed.
- Interviews residents, conducts annual, interim and unit transfer recertifications. Assesses the need for rent calculations and process changes by verifying appropriate information, recalculates rent and notifies participants.
- Maximizes occupancy by managing unit vacancies and re-renting units to eligible applicants and prospects.
- Resolves conflicts among residents, and between residents and neighboring property owners and follows up with lease violations as needed.
- Makes recommendations for participant termination from the program and represents the agency in termination hearings and/or court cases.
- Serves as the Agency's contact for a caseload of residents living in Agency owned rental units and refers to other human service agencies/resources as needed.
- Collects and posts payments, sends late rent and miscellaneous charge collection notices, and monitors repeated late payments and past due accounts.
- Performs monthly accounting updates to apply changes in tenant rents.
- Enters into Lease Agreements and repayment/compliance agreements with residents on behalf of the agency and monitors for compliance.
- Works closely with Housing Maintenance staff and provides input on improvements to rental properties.
- Maintains accurate files; records and posts actions and changes to Agency computer systems and attends various meetings.

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Knowledge, Skills and Abilities

General knowledge of the principles and practices of assisted housing programs including real estate practices with regard to lease agreements; general knowledge of the laws, ordinances, rules and regulations pertaining to a public housing agency; general knowledge of business English, spelling and arithmetic knowledge of federal guidelines governing subsidized housing; ability to read and understand county and state policies and procedures; ability to operate standard office equipment and computers, including related hardware and software; ability to write clear and concise reports, memoranda, directives and letters; ability to analyze complex problems and develop comprehensive plans from general instructions; ability to maintain confidential information; ability to work with diverse tenants, participants and cultures; ability to establish and maintain effective working relationships with associates, federal, state and local officials.

Education and Experience

Bachelor's degree with coursework in business administration, social work, or related field and moderate experience serving diverse populations in housing program administration or property rental and leasing, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; rare exposure to blood-borne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Within six months of hire:

Project-Based Voucher certification, if applicable.

S.T.A.R. Rural Development 515 certification/training, if applicable.

Valid driver's license required upon hire.

Last Revised: 11/2022