
POSITION DESCRIPTION

Title: Housing Specialist
Reports To: Housing Manager
Office/Department/Division: Asset Management
FLSA Status: Exempt

Summary

Responsible for implementing the Authority's Public Housing leasing and occupancy policies and procedures in accordance with HUD, federal, local and other applicable laws, rules, policies and procedures. Performs a variety of tasks related to the admission and occupancy of Public low-income units. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Duties and Responsibilities

Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.

Coordinates background information checks of tenants to be certified. Performs final eligibility verifications.

Based on information and Waiting List data, contacts eligible applicants to offer available units in accordance with Authority policies and procedures. Reviews lease documents for accuracy and completeness and executes leases and or HAP.

Prepares lease-up packets and briefs new tenants on occupancy and lease requirements.

Assists in preparation and distribution of notices of rent violations and assists the housing manager with lease enforcement.

Prepares/completes Form HUD-50058 in an accurate and timely manner and sends to the Director of Asset Management for quality control review prior to timely electronic submission to the PIC system.

Collects and reviews move in's, interim, transfer and re-certification information, evaluates, verifies, and calculates information and rent for re-certification and move-in. Explains rent calculation to tenants and assists with completion of re-certification materials as necessary. Prepares and sends appropriate notices of rent adjustments in accordance with HUD regulations.

Ensures proper verification methods/processing for each re-examination in accordance with HUD and Authority policies and procedures. Examines and resolves income discrepancies as necessary.

Reviews and discusses non-compliant tenant issues with Housing Manager to ensure clients are provided with reasonable opportunity to meet requirements to remain in compliance.

Enters/scans move-in and move-out data into system, as needed.

Conducts site visits and inspections and prepares report for the Housing Manager.

Attend to Quarterly Resident meetings.

Maintains account information such as present rent, and coordinates other collections due, late payment notification, and reconciliation of rent and other charges collected throughout the month with appropriate personnel.

Accurately updates the system with notes and ensures compliance with program requirements and regulations. Reviews resident/applicant files/folders and verification forms for accuracy and completeness as well as accurately inputs data into computer in a timely manner.

Documents and investigates resident complaints and schedules appointments to discuss and initiate solutions or refers to the Senior staff as appropriate to the situation.

Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

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Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

Qualifications and Knowledge

Bachelor's Degree or an Associate's Degree in Public Service or Business Administration or related field, or at least eighteen (18) college credit hours in business or social work from an accredited college or university, plus at least one (1) year of specialized experience in the housing or social services field, or at least ten (10) year's experience in an equivalent or similar position.

Housing Specialist Certification and Rent Calculation Certification must be obtained within one (1) year of employment or other allowable period of hire as authorized by the CEO.

Working knowledge of federal, state, and local laws, rules, and regulations and Authority policies and procedures pertaining to public housing.

Thorough knowledge of interviewing techniques and record maintenance.

Ability to meet and deal tactfully and courteously with the public.

Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.

Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.

Working knowledge of the operation of the Authority's computer system and applicable software.

Knowledge of basic math principles sufficient to perform calculations for determining rent, resolving discrepancies, PIC and EIV errors.

Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

Ability to use basic office equipment such as telephone, fax, copier, and computer.

Ability to communicate clearly, concisely, verbally and in writing.

Ability to establish and maintain an effective working relationship with other employees.

Ability to deal effectively with situations requiring tact and diplomacy.

Valid driver's license and good driving record.

Supervision Given and Received

The employee receives instructions from the Housing Manager. The employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed periodically for conformance to Authority policies and attainment of objectives.

Guidelines

The employee performs routine duties by following established HUD and Authority policies and procedures. These guidelines cover most job-related situations and the employee may use independent judgment in making decisions within established parameters and area of expertise. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

Complexity

The employee performs a variety of related, routine, and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

Scope and Effect

The employee's work affects resident families, managers, other agencies, and other Authority personnel. The employee's efforts can enhance the Authority's continuing efforts to provide adequate leased housing to low-rent public housing families on a timely basis and at reasonable rates.

Personal Contacts

Personal contacts are with all of the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by residents, and other Authority activities.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must be able to establish and maintain effective working relationships with co-workers and clients and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Logon to the ARHA website to apply or click here:

<https://www.arha.us/departments/asset-management/housing-specialist>