

Sylvester Housing Authority Job Description

Position Title: Multi-Family Housing Occupancy Specialist- RAD

Reports To: Director of Housing Service

Job Status:

Grade:

Position Summary

This is a highly responsible administrative position performing duties of admissions and clerical operations of the Agency. Duties include but are not limited to processing applications determining eligibility notifying applicants of status, housekeeping inspection, maintaining tenant information on the database, coordinating vacancies, move-ins, etc. with Maintenance and Housing Management. Performance of the duties requires thorough knowledge of HUD Multi-Family Housing Programs, and related policies governing admissions and the exercise of tact and independent judgment. The employee also answers the telephone, greets visitors, and maintains all files and reports for the Director of Housing Service office. Performance of the duties requires excellent typing, filing, and customer service skills.

Essentials Functions:

The following functions are examples of duties that are required for this position. Other related or non-related duties may be assigned or added either on a temporary or permanent basis without modification of the description itself.

1. Performs eligibility verification of housing applicants; ensures that the application process functions in accordance with established Federal and other guidelines.
2. Resolves complex matters involving housing applications or individual applicants while working within established policies and procedures outlined by relevant HUD Multi-Family Housing Programs.
3. Responsible for maintaining the official waiting list of eligible applicants for public housing and Multi-Family Housing RAD.
4. Ensures that all data (transfers, move-ins, move-outs, etc.) entered into the computer database is correct and timely.
5. Perform monthly housekeeping inspections, move-in inspections, and move-out inspections.
6. Responsible for the taking of applications and the collection of rents from tenants.
7. Determines verifications needed to accurately evaluate applicant's eligibility; prepares and submits verification forms to appropriate agencies; confers with employers of applicants and other organizations to confirm information on applicant's eligibility; also runs police reports to ensure that applicant has no prior felony convictions.

8. Processes applications, including verification of income and family composition; gathers and verifies data related to other aspects of applicant eligibility; determines eligibility and notifies applicants of status.
9. Selects residents for housing based on HUD Multi-Family Housing and Housing Authority policies and guidelines; determines apartment size and rent at initial occupancy; re-verifies eligibility at admission; performs all necessary calculations, collects security deposits, collects charges owed from tenants at move-out, update waiting list, prepares deposit slips, and ensures nondiscrimination in admission through adherence to applicable policies and regulations.
10. Initiates admissions process, including offering apartments and coordinating with Maintenance and process required documents necessary for admissions.
11. Maintains files on pending applications, with supporting data and changes. Purges files of inactive and rejected applications as required.
12. Responsible for scheduling yearly reexaminations for all properties. Performs annual reexaminations and interim changes for residents. Computes resident income and other charges; prepares and/or deposits daily receipts.
13. Compiles move-out reports and submits to Director of Housing Service and Maintenance Supervisor.
14. Shows vacant housing units to all prospective tenants.
15. Maintains positive relations with residents, applicants, agencies and others.
16. Screens calls and visitors; responds to inquiries; routes call and provides information as requested or required.
17. Performs other duties as assigned.

Related Duties and Activities:

1. Act as Rural Development Occupancy Specialist in the absence of the Rural Development Occupancy Specialist.
2. Coordinates the prompt and timely renovation of vacant units for re-occupancy with the supervisor
3. Assist with the preparation of the short and long-term priorities/goals of the Housing Authority.
4. Follows up on each legal action concerning Leasing and Occupancy and may testify for court cases.
5. Responsible for coordination and enforcement of the Lease.
6. Performs other related duties as assigned by supervisor.

Required Knowledge, Skills and Abilities:

1. Thorough knowledge of HUD Multi-Family Housing and Authority regulations, policies and procedures on resident selection and continued occupancy as well as the required forms and reports.
2. Thorough knowledge of the principles of office management and standard records maintenance procedures.

3. Ability to make routine decisions in accordance with administrative rules, regulations and policies.
4. Ability to concisely explain selection rules and procedures to applicants in an objective, impartial and sensitive manner.
5. Ability to maintain complex clerical records and prepare accurate reports from varied accounting and/or statistical information.
6. Ability to understand and interpret terms and specifications of leases and to enforce provisions with firmness, tact, and impartiality.
7. Ability to communicate both orally and in writing with persons from diverse economic and social backgrounds.
8. Ability to maintain an effective working relationship with superiors, residents, vendors, coworkers and social service agencies.
9. Ability to type 45 words per minute.

Education and Experience:

Graduation from an accredited high school or possession of GED. Four years' experience in Public housing or Multifamily Housing management with demonstrative accomplishments on previous jobs.

Any equivalent combination of education and experience to meet the required knowledge, skills and abilities.

Special Requirements:

1. Possession of a valid State of Georgia motor vehicle operator's license.
2. Must be certified as a Multifamily Housing Specialist or obtain certification within 12 months of employment.
3. Ability to be covered under the Authority's fidelity bond.

I have read and understand the job description of Occupancy Specialist and have received a copy of said job description.

Employee

Date

Management

Date