

Position Description

Position Title:	Public Housing Specialist	Department:	Public Housing
Reports to:	Housing Manager	Employment Status:	Full-Time

Summary

The primary purpose of this position is to manage the day-to day operations of assigned property/properties in accordance with established Authority regulations and guidelines. The incumbent enforces leasing agreements and timely rent payments by residents, ensures that all procedures and units are compliant with applicable regulations, and fills vacant units within the acceptable timeframe.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Intakes applications for occupancy, screens applicants before interviews and finalizes screening after interview. Sends denial and approval correspondence to applicants.
- Conducts orientation for new residents, including showing units, explaining the lease, and discussing resident responsibilities, including maintenance requirements. Ensures that proper paperwork is filled out for new residents and inputs into system.
- Maintains a high level of continued occupancy by leasing property in a timely manner, making appropriate adjustments, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and maintaining associated records.
- Maintains Public Housing resident files ensuring that they are properly secured and that they comply with HUD regulations and Authority policies. Monitors files for income discrepancies. Identifies clients receiving multiple subsidy assistance and takes appropriate action. Updates files as needed, retrieving new hire data on new residents.
- Processes requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Prepares rent delinquency notices and eviction forms; attends court for eviction hearings. Follows up on delinquent accounts and works with residents to resolve delinquent payments in accordance with established procedures.
- Collects rents, input receipt transactions into accounts receivables and prepares bank deposits as needed (daily). Post charges to resident accounts as necessary.
- Receives and processes applications for continued occupancy, conducts annual recertification reviews, makes necessary rental adjustments, and prepares lease amendments of residents in accordance with applicable regulations.
- Processes transfers of resident families to appropriate size units.

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- Communicates with residents as needed to inform them of policies, procedures, rules, and regulations.
- Performs inspections of buildings and grounds to observe conditions of property; and generates work orders for needed maintenance when requested by residents or as needed to maintain the resident units and other SMHA buildings and property.
- Conducts investigations to determine whether individuals have failed to provide accurate information to the Authority, determines appropriate action based on investigation, and maintains associated files.
- Prepares and monitors fraud agreements to repay.
- Schedules informal hearings for tenants facing termination from the program and prepares reports and documents associated with each investigation. Prepares hearing documents in accordance with applicable procedures.
- Counsels resident who are not complying with the terms of the lease and assists in resolving resident problems and complaints as necessary.
- Maintains records of resident community service hours in accordance with applicable requirements.
- Provides periodic reports on vacancies, move-ins, move-outs, rents charged, transfers and other statistics.
- Completes other related duties as assigned.

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Behavioral Competencies

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Agency. Uses appropriate judgment & decision making in accordance with level of responsibility.

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.

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 work colleagues as customers.

Effective Communication: Ensures important information is passed 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.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance and punctuality. Keeps team lead informed of issues and challenges that warrant their attention. Proactively identifies and resolved issues/challenges, keeping others informed as appropriate, even when the issue is outside employee's area of official responsibility.

Job Competencies

- Knowledge of the general operations and procedures of SMHA properties and HUD housing programs.
- Knowledge of the regulations affecting SMHA's housing programs and demonstrated ability to understand the terms, conditions, and content of SMHA's standard operating procedures for property management.
- Knowledge of the proper SMHA procedures for collecting, processing, and recording rental transactions.

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- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the HUD and SMHA program requirements to potential participants.
- Skill in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to maintain composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients/customers, coworkers, supervisors, subordinates, and the public.

Education and/or Experience

High school diploma or high school equivalency certificate required. At least three years working in an administrative capacity at a housing development or an equivalent combination of experience and education.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

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EEO Statement

The Housing Authority of the City of San Marcos assures Equal Employment Opportunities for employees as required by Federal and State Orders and Laws. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. This job description is intended to accurately reflect the position activities and requirements. However, management reserves the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.

Read and Acknowledged

Employee Signature

Date

Employee Name Printed