

Public Housing Property Specialist

POSITION TITLE: Public Housing Property Specialist
DEPARTMENT: Public Housing
REPORTS TO: Property Manager
PAY GRADE: 74
FLSA STATUS: Non-Exempt

Overview: Prepares and executes leases and coordinates the application, interview and approval process for the Decatur Housing Authority's Public Housing Department.

ESSENTIAL DUTIES

Marketing and Leasing

- Assist in developing and implementing plans to achieve and maintain full occupancy.
- Receive and process applications for occupancy in a manner consistent with agency policies, procedures and applicable regulations.
- Maintain the waiting list in accordance with agency policy and approved procedures.
- Screen, verify and determine the eligibility and suitability of all applicants for housing in accordance with agency policy, procedures and approved regulations.
- Accurately calculate initial rent and utility allowances.

Continued Occupancy

- Prepares lease related documents and orientation materials; coordinates with other departments to ensure that the unit is ready prior to lease signing.
- Prepares, executes and terminates leases; calculates rent, schedules and conducts lease signings.
- Calculates and/or processes annual re-certifications; income changes; and household composition changes for public housing residents; sends change notices to all re-certifications and forwards reports.
- Monitor and enforce resident compliance with the lease in a manner that establishes and sustains a positive living environment for all families.
- Perform timely and accurate annual and interim examinations of factors affecting eligibility, suitability and rent of each family in occupancy, and

accurately calculate and establish annual and interim rent amounts, and notify families of these changes in accordance with applicable policies.

Maintenance

- Assist the Property Manager in following up on service requests to ensure the provision of responsive maintenance services and ensure that the residents and the property receive prompt, efficient, courteous and quality service.

Security

- Assist the Property Manager in identifying safety and security risks to residents and property.
- Assist the Property Manager in reporting and tracking incidences of crime in accordance with established procedures.

Recordkeeping and Reporting

- Document management and maintenance activity in the prescribed manner and format.
- Maintain files, records, and manuals according to Federal Regulations, DHA policy, and other requisites.
- Accepts transfer requests, processes all transfers and move-outs; collects keys, closes files and forwards appropriate paperwork.
- Conducts initial and update interviews with public housing applicants.
- Processes credit information, performs criminal background checks and verifies applicant's income, expenses and other information.
- Completes all HUD and DHA required paperwork and ensures that resident file is complete.
- Addresses inquiries (by telephone and in person) from applicants, residents and other agencies on matters pertaining to public housing.
- Prepares and distributes reports; performs typing and data entry, maintains departmental records, files and databases.
- Serves as Authority's Hear Officer for applicant and resident appeals and grievances.
- Addresses daily correspondence.
- Show units for new leases.
- Open and close work orders.
- Assist Property Manager.
- Performs other duties, as requested.

Education & Directly Applicable Experience

High School diploma and two to less than five years directly related experience.

Supervisory Controls

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available.

The employee uses initiative in carrying out recurring assignments independently but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for clarification and direction.

Supervision Given

This position does not supervise any other positions.

Guidelines

Procedures for doing the work have been established and a number of specific guidelines are available. The employee uses judgment in locating and selecting the most appropriate guidelines, references and procedures for application and may make minor deviations to adapt the guidelines in specific cases or determine which of several established alternatives to use.

Complexity

The work typically includes varied duties requiring many different and unrelated processes and methods. Decisions involve the assessment of unusual circumstances, variations in approach, and incomplete or conflicting data.

The work requires many decisions concerning such things as the interpretation of large amounts of data, planning of the work, or refining the methods and techniques to be used.

Scope and Effect

The work product or service affects a wide range of organizational activities and/or the physical well-being of a number of persons.

Personal Contacts

The majority of personal contacts are with individuals or groups from outside the organization in a moderately unstructured setting or involve attempts to enforce

ordinances, regulations, or rules where conflict or diverse interpretations may result.

Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

Physical Demands

The work requires non-strenuous physical exertion such as long periods of standing; walking over rough or difficult surfaces; recurring stooping, climbing or walking; recurring lifting of moderately heavy items weighing less than 25 pounds and may require occasional lifting of objects weighing in excess of 25 pounds. The work may require specific, but common physical characteristics and abilities such as mobility and dexterity.

Work Environment

The work involves moderate risks or discomforts which require special safety precautions.

Acknowledgement of Receipt:

Employee Signature

Date