

POSITION DESCRIPTION

Position: Housing Specialist III

Status: Non-exempt, Full-time

Pay Grade: 5 (\$20.01 - \$26.10 per hour)

Reports To: Executive Director

Position Summary:

The Housing Specialist III performs administrative and organizational duties such as determining eligibility and calculating rent for various federally subsidized housing programs, communicating with residents, performing leasing activities, organizing tenant files, and assisting with unit inspections.

Major Areas of Responsibility:

- Provides all residents with exceptional customer service and fosters good resident relations
- Oversees and participates in the showing of apartments and property
- Processes move in, annual and interim recertifications for rent assistance to accurately determine rent subsidy
- Prepares leasing documents and conducts leasing appointments to fully explain leasing documents and execute signatures
- Maintains current and past resident files and other records related to assigned rental housing programs
- Coordinates tenant turnover, including processing eviction actions, and is responsible to ensure that leasing schedules are met
- Assists with move in, annual, and move-out inspection processes
- Assists with preparation of required reporting
- Responsible for random review, for quality control, of assigned tenant files to ensure that all are complete and accurate
- Recommends changes and implements programmatic procedures and policies to ensure compliance with applicable federal, state and HUD regulations
- Provides information and referral services and advocacy as needed for client housing issues
- Stays up to date and maintains an in-depth knowledge of tenant/landlord laws and state/federal regulations and guidance related to subject properties
- Responsible for accuracy and timeliness of work including tenant follow-up, security deposits and required paperwork, and all required reports
- Responsible for the quality of correspondence and ongoing review of forms
- Attends trainings, workshops, and meetings to keep informed of new procedures and policy changes

- Some on-call work may be necessary
- Other duties as assigned

QUALIFICATIONS:

Education: AA Degree in Business or related field

Experience: Two years of experience in an office setting, housing field, or social services programs, proficiency with Microsoft Office applications

Licenses/Certifications: Valid Minnesota Driver’s License and access to automotive vehicle to be used for business purposes

PREFERRED QUALIFICATIONS:

Education: BA Degree in Business or related field

Experience: One – three years of property management experience, affordable housing experience, experience working at a Housing & Redevelopment Authority

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Demonstrate excellent communication skills in dealing with individuals and groups – both oral and written form
- Ability to prepare detailed, well-constructed, written notices (letters, memorandums, etc.)
- Ability to work independently to evaluate situations, determine appropriate course of action, and proceed with minimal supervision
- Excellent organizational and administrative skills
- Ability to negotiate, interview, and mediate situations
- Ability to collect, analyze, check data, and perform basic mathematical calculations
- Thorough knowledge of laws and regulations related to HRA owned housing projects
- Proficiency with a computer, basic software (word processing, Excel), and ability to learn housing specific software
- Ability to act in a sensitive and equitable manner when dealing with resident and participant complaints and conflict situations
- Ability to work in a team environment and be an effective team member to benefit the HRA
- High energy level, ethical, honest, trustworthy, respectful, loyal to the organization and desire to work as part of a team in a collaborative environment

Physical Requirements

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. If the accommodation cannot be made because it would cause the employer undue hardship, such person may not be eligible.

This work requires the frequent exertion of up to 25 pounds of force; work regularly requires sitting and speaking or hearing, frequently requires walking, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, stooping, kneeling, crouching or crawling, 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; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

ACKNOWLEDGEMENT

I acknowledge the receipt of my job description and understand the responsibilities, duties, and requirements to perform the position. In addition, my supervisor has provided me with answers to any questions I had concerning the position.

I, as an employee, know that I am expected (and required) to perform the duties outlined in this job description. Any refusal or willful violation to perform such duties may result in disciplinary action.

I expressly acknowledge that (1) I have not been employed for any definite period; (2) my employment is terminable at any time at the will of either the ICHRA or myself; and (3) no change in the “at will” nature of my employment will be valid unless made in writing and signed by the Executive Director.

I am also aware that this position will include all (various) duties assigned to ensure the proper functioning of operations at ICHRA. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is determined by ICHRA to be a reasonable assignment to the position.

Employee Name Date

Employee Signature Date

Itasca County HRA is an Equal Opportunity, Affirmative Action Employer.