



Job Title	Occupancy Specialist I
Department	Asset Management
Salary Schedule	28-A

Summary: Under the direction of the Program Manager, Occupancy Specialists perform assignments related to the Housing Authority's assisted housing programs including eligibility interviews and determining eligibility and rent; conducting formal briefings for eligible families; explaining housing programs to applicants, tenants, owners, property managers and other agencies; preparing and executing the documents related to the above activities while adhering to the ethical standards expected of all employees

Essential Duties and Responsibilities: *The details below are intended to describe the general nature and scope of work being performed by incumbent. This is not a complete listing of all responsibilities and duties. Other duties may be assigned as necessary for the attainment of the goals of this agency:*

- ✓ Provide and explain information of housing programs to prospective or current program clients; organize and disseminate information packets pertaining to housing programs
- ✓ Conduct outreach for prospective tenants; updating prospective tenant files as necessary
- ✓ Execute contacts with prospective and current clients; maintain detailed records relative to individual eligibility determinations - Generate statistics on caseload
- ✓ Conduct confidential interview with prospective and current clients to validate information submitted and clarify discrepancies - assure accurate and complete documentation
- ✓ Compute rent and other required computations for current and prospective clients and explain method of determination
- ✓ Conduct briefing sessions to advise eligible applicants of program rules and housing search techniques
- ✓ Review correspondence from clients with unusual problems and resolve as appropriate; interview and advise clients regarding housing related issues
- ✓ Refer clients to other agencies for assistance as appropriate

- ✓ Schedule and conduct move-in, annual, lease compliance, interim housekeeping or HQS inspections and orientations
- ✓ Prepare and process required documents for initial or continued participation in housing programs according to rules and regulations. Coordinate with Accounting Department to assure timely processing of subsidies
- ✓ Compose tenant/landlord correspondence and notices
- ✓ Maintain contact with owner/managers on rentals available. Provide a list of available rentals to clients (applicable to the HCV Program)
- ✓ Negotiate rents with prospective landlords in accordance with applicable regulations (applicable to the HCV Program)
- ✓ Prepare/generate program activity reports
- ✓ Work delinquent rent accounts, serve eviction notices, assist the Program Manager with small claims court and court eviction procedures
- ✓ Perform clerical functions required for the completion of the above duties

Behavioral Competencies: *To perform the job successfully, an individual should demonstrate the following:*

- ✓ **Commitment:** Set high standards of performance for self and pursue the goals of the IVHA Team
- ✓ **Customer Service:** Meet/Exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; communicate and act with customers in mind; and recognize working colleagues as customers
- ✓ **Effective Communication:** Convey necessary information clearly and effectively, orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively
- ✓ **Responsiveness and Accountability:** Demonstrate a high level of conscientiousness; hold self responsible for own work

- ✓ **Confidential:** Must abide by strict ethical standards, integrity objectivity and confidentiality when interacting colleagues, customers and in the course of all job duties

Job Competencies:

Excellent communication skills, including interviewing skills in English and Spanish

Correct business correspondence skills; proper use of English and Spanish language

Accurate math calculations

Knowledge of modern office practices and procedures and use of office equipment, including precise data entry skills, writing legibly, use of computer including Microsoft Word, Excel

Excellent organizational and accurate record-keeping and filing procedure

Interpret, understand, implement and explain provisions of Federal, state and local rules, regulations and guidelines relate to Housing Authority programs using tact, patience and courtesy

Relate effectively and sensitively with a wide spectrum of socio-economically disadvantaged clients as well as establish and maintain cooperative working relationships with agency staff, owners, representatives from other agencies and the general public

Attend a variety of seminars, workshops, conferences or training sessions related to housing programs

Communicate clearly and graciously on the telephone

Prepare complete, concise record reports and files and present written and oral reports as required

Analyze situations accurately and adopt an effective course of action

Exercise sound judgment in reviewing and screening income verification for rental assistance to determine eligibility

Work confidentially

Apply good time management skills in order to plan and meet set work deadlines

Become familiar with housing standards and rental housing markets in Imperial Valley

Communicate in Spanish

Obtain a required certifications within one year of employment

Experience and Education: Any combination of experience and education that could likely provide the required knowledge and abilities that would be qualifying. A typical way to obtain the knowledge and abilities would be a combination of:

One year of working in housing programs, social services, community organizations or other field requiring similar extensive contact with the public

The equivalent to completion of twelfth grade supplemented by coursework in business and/or social services

Physical Demands: The position requires prolonged sitting, standing – moderate walking, reaching – repetitive hand movement and coordination required to operate a keyboard. Required to view and read reports for long periods of time. Lifting and transporting of objects up to 15 lbs.

Necessary Special Requirements:

Possession of a valid California driver's license

Communicate in Spanish

Must be insurable under the agency's insurance carrier

Legal work status