

PUBLIC HOUSING OCCUPANCY SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class carry out their tasks through applying knowledge of rules and regulations of the tenant selection program to which assigned. Also required are interviewing and human relations skills; and, applying eligibility guidelines of the Federal Department of Housing and Urban Development (HUD). Tact and courtesy are essential in dealing with difficult situations yet the employee must also pursue the resolution of outstanding accounts. The incumbent works under the general supervision of the Executive Director with considerable latitude permitted for the exercise of independent judgment in carrying out assigned duties. Supervision may be exercised over a small number of clerical support employees. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Interviews applicants to determine eligibility for housing programs;
Manages waiting lists;
Assists clients in completing applications and in obtaining proof of income and age, if needed;
Processes applications in accordance with established policies and guidelines;
Provides information to tenants as to their rights and responsibilities under housing assistance programs;
Discusses and attempts to resolve problems of tenants and tenant groups;
Manages collection of tenants' accounts, discussion of financial concerns and resolution of rent payment delinquencies;
Provides information and referral services to clients regarding resources to solve financial or social problems;
Assists with accessing updated program information from the Department of Housing and Urban Development; and filing program reports via online systems;
Manages annual re-certification of eligibility for rental assistance;
Manages paperwork processing and obtains necessary documentation to report changes in family size or income, rent increases, or family relocations;
Establishes and maintains client files and computer records including posting documents, updating case notes and income calculations;
Manages obtaining verification of applicant's income, assets and other factors affecting eligibility;
Manages determining rents according to established procedures and regulations;
Manages contacting tenants by letter, phone and in person concerning problems with rent payments and to discuss collection and payment including negotiating rent payments to prevent eviction;
Manages tenant compliance with lease agreements including inspections and home visits, meets with tenants to resolve and investigate problems related to housekeeping, noise, neighbor relations, lease violations and other resident problems and complaints;
Supervision is exercised over a small number of clerical support employees.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR

PERSONAL CHARACTERISTICS: Good knowledge of the policies, methods and practices of the Batavia Housing Authority; good knowledge of the provisions of the Public Housing Law relating to tenant selection; good knowledge of the needs and problems associated with low income families and individuals; working knowledge of social services, health-related and financial resources available to local residents; ability to understand and interpret written material; ability to use tact and courtesy and to establish and maintain effective working relationships with a wide variety of people including elderly, disabled and low income tenants and professional colleagues; ability to communicate effectively, both orally and in writing; ability to prepare clear and concise reports and correspondence; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the New York State Department of Education, AND EITHER:

- A. Graduation from a regionally accredited or NYS registered two year college with an Associate's degree, AND two (2) years of full-time, paid experience in examining, investigating or evaluating claims or assistance and/or interviewing personnel,

OR:

- B. Completion of a minimum of 62 semester credit hours from a regionally accredited or NYS registered college or university, AND two (2) years of experience as stated above,

OR:

- C. Four (4) years of full-time, paid experience in examining, investigating or evaluating claims or assistance and/or interviewing personnel.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED

EMPLOYMENT: Candidates must successfully complete a certification course for Public Housing Occupancy Specialist recognized by the National Association of Housing and Redevelopment Officials at the first training opportunity after appointment.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class

Adopted 2/3/10