

GENESEE COUNTY

TENANT RELATIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves work assisting the Public Housing Occupancy Specialist and Executive Director of the Housing Authority in carrying out established policies required for the management and operation of public housing programs. Establishes relationships with service providers and human service agencies to coordinate and provide needed service for tenants. The incumbent works closely with the Public Housing Occupancy Specialist and under the general supervision of the Executive Director with considerable latitude permitted for the exercise of independent judgment in carrying out assigned duties. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Assists with management of 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;
Assists with collection of tenants' accounts, discussion of financial concerns and resolution of rent payment delinquencies;
Collects rents and writes receipts;
Inputs and prints checks for invoices received;
Compiles data and statistics for informational reports required by Department of Housing and Urban Development;
Manages access to updated program information from the Department of Housing and Urban Development; and filing program reports via online systems;
Assists with annual re-certification of eligibility for rental assistance;
Assists with processing paperwork 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;
Answers telephone and gives out routine information, and may act as receptionist;
Types correspondence, form letters, reports and other material;
Assists with obtaining verification of applicant's income, assets and other factors affecting eligibility;
Assists with determination of rents according to established procedures and regulations;
Reviews record of outstanding accounts to determine those accounts requiring collection efforts;
Assists with 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;
Maintains all current delinquency, past resident collections and repayment agreements (ie. damages, late fees, legal fees) and sends past resident accounts to collections;
Prepares eviction/termination paperwork and informs Project Manager of delinquent accounts to be sent to eviction (this only pertains to evictions as a result of financial delinquency);
Records Intent to Vacate notices and informs Project Manager;
Prepares and sends out late notices;

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Working knowledge of interview techniques; ability to acquire working knowledge of social services, health-related and financial resources available to local residents; ability to acquire a working knowledge of laws, regulations and policies pertaining to rental assistance and related programs; ability to establish and maintain effective working relationships with others of varied social, economic and educational backgrounds; ability to maintain records and prepare reports; ability to type at a reasonable rate of speed; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- A. Possession of an Associate's degree or higher AND one (1) year of full-time paid experience in examining, investigating or evaluating claims for assistance and/or Interviewing personnel.
- OR**
- B. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND completion of a minimum of 62 semester credit hours from a regionally accredited or NYS registered college or university, AND one (1) year of full-time paid experience as stated above.
- OR**
- C. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND three (3) years of full time paid experience in examining, investigating or evaluating claims for assistance and/or interviewing personnel.
- OR**
- D. Any equivalent combination of training and experience indicating the ability to perform the duties.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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 2/7/03
Revised 2/3/10
Revised 12/13/12
Revised 9/5/25