

Waterton
Occupancy Specialist
Role Description

Department:	Operations	Created/Revised Date:	August 2018
Division:	Residential	FLSA Designation:	Non-Exempt
Reports to:	Community Manager	Location:	Field
Position Purpose:	Assist the Community Manager with all Section 8 reporting requirements.		
Essential Functions:	<ul style="list-style-type: none"> • Process all new tenant move-in paperwork as required by Tenant Selection Plan, Section 8 and/or Section 42. • Monitor Waiting List per Tenant Selection Plan. • Schedule and conduct move-in and move-out inspections. Send notices to tenants and perform Housing Quality Standards (HQS) Inspection. • Process requests for Portability (both in and out). • Schedule Annual Tenant Recertification appointments; meet with tenants to verify income, assets, expenses and allowances per Section 8 and/or Section 42 guidelines. • Prepare leases, lease amendments, 50059s based on third party verifications. • File lease, lease amendment, 50059, income, asset, expense and allowance verifications in tenant file per city/state/federal guidelines. • Prepare HAP. • Submit TRACS. • Prepare and submit Special Claims. • Organize and conduct group/individual briefings for applicants, participants and owners to explain the rules and regulations of various Housing Authority programs, including HQS. • Assist applicants and participants needing help in finding a satisfactory unit and resolving housing related issues. Provide information on community resources. • Process rent abatement as requested by inspection. Terminate HAP contract as warranted. • Establish, maintain and update various log books. Ensure all resident computer records and files are accurate and current. • Resolve program abuse allegations. Review public records. Investigate as directed. • Issue program warnings or notice of termination as warranted. Prepare hearing information and represent Housing Authority at informal hearing. • Adhere to all local, state and federal laws including all laws governing Fair Housing. Comply with company policies and procedures, including standards of performance (SOP). • Establish and maintain good relations with residents, prospective residents, all customers and co-workers. Communicate in a courteous and professional manner at all times. • Report to work on time, well-groomed and professionally dressed. • Must have regular, reasonable and predictable attendance. 		

<p>Basic Business Acumen:</p>	<p>Communication – Enthusiastic, confident and persuasive communicator. Leadership – Authoritative leadership based on expertise and knowledge of systems. Delegates the details but uses follow up to ensure accountability and timeliness of execution. Efficiency – Sense of urgency for goal achievement. Has the ability to handle multiple competing priorities. Collaboration – Creative problem solver who has the ability to stimulate others to action. Is collaborative with a focus on results.</p>
<p>Job Specific Requirements, Skills, Knowledge and Abilities:</p>	<p>The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:</p> <p>Working at a faster than average pace for most of work day. Must be able to adapt/adjust to continual changes and variety.</p> <p>Must be able to speak, read, write and understand the primary language(s) used in the workplace (English).</p> <p>Must be able to read and write to facilitate the communication process. Ability to learn quickly, thoroughly and in detail.</p> <p>Requires excellent communication skills, both verbal and written.</p> <p>Most tasks are performed independently. There is limited direct supervision.</p> <p>Strong analytical and investigative skills, strong attention to detail.</p> <p>Skilled in determining whether tasks should be attempted, identifying the most effective way of completing the task, and preparing how to overcome unexpected difficulties.</p> <p>Advanced skill-set with Microsoft Office to include Word, Excel, and Outlook.</p> <p>Ability to present ideas and information in a clear, concise, well-organized way.</p> <p>Manage time well; correctly prioritizing tasks to meet deadlines.</p> <p>Ability to maintain compliance with all local, state and federal laws and regulations.</p> <p>Ability to assess/evaluate individual performance with an emphasis on quality standards and productivity.</p> <p>Ensure that both internal & external customer satisfaction is consistently obtained and maintained.</p> <p>Working knowledge of federal, state and local laws governing fair housing.</p>
<p>Physical Demands:</p> <p><i>Physical demands commonly</i></p>	<p>Most work tasks are performed indoors. Temperature is moderate and controlled by office environmental systems.</p> <p>Must be able to sit at a desk for up to 5 hours per day. Walking and standing are required the rest of the working day. This includes traveling to and from meetings and may include air travel. Length of time of these tasks may vary from day to day and task to task.</p>

<p><i>associated* with the performance of the functions of this job.</i></p>	<p>Must be able to lift up to 20 lbs. occasionally.</p> <p>Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.</p> <p>Talking and hearing occur continuously in the process of communicating with both associates and external relationships.</p> <p>Vision occurs continuously with the most common visual functions being those of near vision and depth perception.</p> <p>Requires manual dexterity to use and operate all necessary equipment.</p> <p>Must have finger dexterity to be able to operate office equipment such as computers, printers, smart phones (i.e. Blackberry, iPhone), multi-line touch tone phones, filing cabinets, FAX machines, and photocopiers as needed.</p>
<p>Other:</p>	<p>Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position.</p> <p>Due to the cyclical nature of the industry, associates may be required to work varying schedules to reflect the business needs. In addition, attendance at all scheduled training sessions and meetings is required.</p> <p>Perform general office duties: answer the telephone; write service requests, file, monitor and order office supplies and printed materials, etc.</p> <p>Perform all reasonable duties as assigned by the Community Manager, Regional Manager and corporate associates.</p> <p>Education High School Diploma or equivalent.</p> <p>Minimum Qualifications and Experience Knowledge of the Section 8 system.</p> <p>Certified Occupancy Specialist and/or Tax Credit Specialist designation preferred.</p> <p>Excellent customer service skills while maintaining the highest standards of professionalism.</p> <p>Knowledge of basic accounting principles.</p> <p>Strong verbal and written communication skills.</p> <p>Good organizational skills.</p> <p>Proficient knowledge of Microsoft Outlook, Excel and Word.</p> <p>Prefer prior experience using property management system.</p> <p>Grooming All associates must maintain a neat, clean and well-groomed appearance per Company standards.</p> <p>Upon employment, all associates are required to fully comply with Company rules and regulations.</p>

This role description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

** "Commonly associated" is not intended to mean always or only. There may be different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate. The statements herein are intended to describe the general nature and level of work being performed by associates, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

All requirements are open to possible modification to reasonably accommodate individuals with disabilities.

I have received a copy of this Role Description and I understand the requirements/responsibilities set within. Should I have any questions or concerns, I will direct them to my Manager or Human Resources.

Print Associate Name

Date

Signature