



JOB DESCRIPTION

HOUSING COORDINATOR

SUPERVISION RECEIVED:

The Housing Coordinator shall work under the direct supervision of the Asset Manager.

SUPERVISION EXERCISED:

None.

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

Manage the day-to day operation of assigned property(ies), in accordance with established regulations and guidelines. Rent properties. Assist and encourage residents to become self-sufficient by referring to relevant programs. Maintain continued occupancy by conducting property inspections, to ensure compliance with all applicable rules and regulations and confirm that vacant units are ready for occupancy and to ensure that all equipment is in proper working order.

POSITION RESPONSIBILITIES:

1. Assists Intake Specialist in providing orientation for new tenants.
2. Shows units, explains leases and resident responsibilities including maintenance and cleaning requirements.
3. Provides information to residents on available local services (schools, churches, shopping, etc.).
4. Performs verification of employment and income information reported by applicants on applications.
5. Provides payments to the Tenant Accounting Tech for posting to the resident accounts in the system.
6. Receives and processes applications for continued occupancy, conducts annual re-certifications reviews, makes any necessary rental adjustments and prepares lease amendments.
7. Maintains record of vacancy pool of ready apartments and prepares weekly move-in and move-out reports.
8. Informs Inspectors of move-in, move-out, and annual housing quality standard inspections.
9. Assists in resolving resident issues.

10. Performs weekly walk-by inspections of buildings and grounds to observe conditions of property.
11. Assists Tenant Accounting Tech in the preparation of rent delinquency notices, follow-up on delinquent accounts and pursue collections in accordance with established.
12. Assists in the preparation of eviction forms, and attends court for eviction hearings.
13. Prepares reports for the Asset Manager dealing with vacancies, move-in and move-outs, and the monthly rent roll.
14. Works with Resident Services to plan and implement activities and programs for the residents.
15. Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Demonstrated knowledge of the Public Housing Lease and the Admission and Continued Occupancy Policy, the standard administrative guidelines to property management which governs public housing policies.
2. Familiarity with applicable local, state and federal laws and HUD regulations.
3. Training in Public Housing Occupancy and Leasing, and Asset Management.
4. Ability to effectively communicate with residents, staff, management and other Authority stakeholders.
5. Ability to lead and motivate others to achieve the strategic direction of the Authority.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in business or public administration, or closely related field or an equivalent combination of education and experience.
- Minimum of two years of experience in property management in a public housing property management setting.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group

presentation skills; participates in meetings.

- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone’s efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee’s Signature

Date

Supervisor’s Signature

Date



Salary Range:

Minimum: \$
Maximum: \$