City of Winslow
Job Description

Position Title: Housing Specialist
Department: Public Housing
Reports To: Public Housing Director
Salary Grade: 42
FLSA Status: Non-Exempt

GENERAL PURPOSE

Performs a variety of technical duties involved in the day-to-day operation of the Section 8 and Public Housing programs and advises participants and property owners of Housing Department, HUD, and other pertinent policies, regulations, guidelines and procedures. Work involves the application of specialized knowledge of federal regulations, state and local law and local policies in the operation of federally assisted rental housing and federally funded rental assistance programs. Per Section 3.20.010 of the Winslow Municipal Code, this position is a tentative "At-Will" appointment and subject to a probationary period of six (6) months from the date of hire. Upon successful completion of a probationary period, a non-management employee shall be granted regular status in the classification in which the probationary period is served.

SUPERVISIORY RESPONSIBILITES

No supervisory duties normally assigned. May supervise volunteer or community service workers and less experienced staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES The class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Maintains waiting list for assistance programs. Determines initial and continued eligibility for federally-assisted programs; schedules appointments and interviews housing program applicants/participants; investigates and verifies applicant/participant-provided information; performs calculations to determine participant payment/subsidy.

For Section 8: Brief prospective participants regarding HUD and local requirements as well as the general operation of the program; negotiates, drafts and implements leases and Housing Assistance contracts between private landlords and participants; performs Housing Quality Standards (HQS) inspections to HUD standards; advises landlords and tenants of pertinent programmatic and lease terms; processes portability paperwork as initiating and receiving Housing Authority representative; prepares portability billing statements; prepares payments for Section 8 bills; processes and negotiates landlord requests for rent increases.

For Public Housing: Prepares leases and other documents involved in the eligibility, lease-up and occupancy process; conducts resident orientation explaining department policies, regulations and guidelines; collects and accounts for resident payments for rent, repairs, and other charges; reconciles cash receipts daily and prepares daily deposit; schedules and conducts move-in, housekeeping, and move-out inspections; prepares delinquency notices; maintains confidentiality, documents and counsels residents regarding delinquent payments, lease violations illegal/improper behavior; mediates disputes between residents; prepares payments for public housing expenses.

Prepares correspondence to businesses, agencies, landlords and private citizens to gather data; prepares notices to participants and landlords regarding changes in payment and status.

Responds to information and assistance requests related to Housing Authority policies and procedures; makes referrals to appropriate agencies throughout city and state.

Conducts program monitoring to evaluate compliance with leases and contracts; monitors contracts for timely rectification; maintains records for applicant/participant history and statistical analysis.

Provides assistance to Public Housing Director in the preparation of reports, proposals and development/revision of department policy and procedures.

Performs a variety of general office duties including; reception, telephone answering, filing, typing and computer data entry.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Minimum Education and Experience

a) High School Diploma or G.E.D. equivalent; and
b) Three (3) years' experience involving modern office equipment and procedures and computer usage, or
c) Any combination of training, education and experience which provides the knowledge, skills and abilities to successfully perform the duties associated with the position.

2. Desired Knowledge, skills and abilities

a) Familiarity with word processing, database and spreadsheet applications.
b) Knowledge of interviewing and counseling methods and techniques.
c) Basic knowledge of services, activities and operation of a public assistance program.
d) Ability to comprehend complex legal and regulation documents
e) Knowledge of Business English, math and basic bookkeeping.
f) Ability to communicate clearly both verbally and in writing.

3. Special Requirements

a) Certification by National Center for Housing Management (NCHM), International Real Estate Management Association (IREM) or National Association of Housing and Redevelopment Officials (NAHRO), within one year of hiring.
b) Accurate typing speed of at least 35 wpm.
c) Must possess and maintain an Arizona State Driver's License or the ability to obtain one.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A) The employee is required to see, sit, talk and hear.
B) The employee is required to stand, walk, use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms.
D) The employee is occasionally required to climb stairs or ladders, balance, stoop, kneel, crouch or crawl.
E) The employee occasionally will be required to lift up to 50 lbs.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A) Work is primarily performed in an office setting.
B) Field work is required to perform inspections.
C) Noise level is usually quiet.

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

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revision Date: April 19, 2002, June 13, 2007, January 2, 2008, August 18, 2015