

Agency: Flagler County Housing Authority, Bunnell, FL
Title: Public Housing Occupancy Specialist
Reports To: Executive Director
Office/Department/Divisions: Housing Management
Date: January 17, 2019

Position Summary

Responsible for performing general clerical work and assigned duties pertaining to, and in accordance with, the Agency's Public Housing leasing and occupancy policies and procedures and in accordance with HUD, federal, local and other applicable laws, rules, policies and procedures. Performs a variety of tasks related to assisting in the admission and occupancy of Public low-income units as appropriate within level of expertise.

Responsibilities

Undertakes and performs the following and other work-related duties as assigned.

1. Answers incoming calls, assists callers with requests and/or directs to the appropriate person or agency.
2. Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner or routes/directs inquiries to appropriate staff.
3. Maintains the waiting list.
4. Provides orientation to new residents by explaining the lease provisions clearly, quoting correct prices, explaining provisions of Agency policies; escorting prospective residents to inspect the unit; explaining amenities in the community; and discussing other important issues. Orientations should be provided on initial move-in and also during annual reexaminations periods. Draws up and executes contracts.
5. Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.
6. Reviews lease documents for accuracy and completeness prior to execution of leases by authorized personnel.
7. Prepares and assists in distribution of notices of rent violations and assists Executive Director with lease enforcement.
8. Ensures appropriate annual recertification of residents and calculation of interim adjustments and entry of data into computer database. Monitors, prepares, and distributes annual recertification and interim adjustment notices.
9. Explains rent calculation to tenants and assists with completion of recertification materials as assigned. Prepares and sends appropriate notices of rent adjustments in accordance with HUD regulations.
10. Schedules and conducts re-examination interviews with tenants, following proper verification methods/processing for each re-examination in accordance with HUD and Agency policies and procedures. Conducts examination and resolution of income discrepancies as necessary.
11. Participates in review and discussion regarding non-compliant tenant issues with Executive Director to ensure clients

are provided with reasonable opportunity to meet requirements to remain in compliance
12. Maintains account information such as present rent and other collections due, late payment notification, and reconciliation of rent and other charges collected throughout the month with appropriate personnel

13. Collects rent, security deposit, and maintenance charges, issues receipts, and maintains accurate records in accordance with Agency policy. Computes rent correctly and accurately verifying all income sources such as assets, net cash, asset income and wages

14. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Qualifications

- Strong interpersonal skills
- Excellent troubleshooting and analytical skills
- Excellent verbal and written communication skills
- Strong organizational and time management skills
- High level of detail and accuracy
- Proficient in Microsoft word, Excel, Outlook, and knowledge of the internet and other Microsoft office systems.
- Knowledge of current business practices and principles.

Education and Experience

Associate's Degree in Public Administration or Business Administration from an accredited college or university is desired. Experience in the housing or social services field desirable or an equivalent combination of education and experience sufficient to fulfill essential position functions.

Qualified applicants are encouraged to request an application and submit a resume to:

fcha@bellsouth.net or in person at Housing office: 414 S. Bacher Street, Bunnell, FL 32110

Any questions about this position, please contact: Chris Beyrer, Executive Director at 386 437 3221x301.

APPLICATIONS WILL BE ACCEPTED STARTING JANUARY 17, 2019

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER