

HOUSING AUTHORITY OF THE CITY OF FROSTBURG

JOB DESCRIPTION

POSITION TITLE:	Occupancy and Property Specialist	REPORTS TO:	Executive Director
DEPARTMENT/DIVISION:	Public Housing	FLSA STATUS:	Non-Exempt
DATE:	August 29, 2024	EMPLOYMENT STATUS:	Full-Time

Position Summary

Assists the Executive Director with overall management, operations, and admissions for the Agency's conventional public housing programs and provides regular reports on fiscal and occupancy status. The Occupancy and Property Specialist monitors budgets, prepares reports of activities and fiscal status, and monitors operating practices and procedures. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as the Public Housing Assessment System (PHAS) and other future HUD-required evaluation systems.

Responsibilities

The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Ensures compliance with applicable HUD guidelines as well as federal, state, and local regulations, laws, ordinances, and the Agency's administration of programs.
2. Responds to inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.
3. Assists applicants in completion of forms and identification of required documents.
4. Reviews applications and documentation for completeness, logs applications, and accurately inputs data into computer.
5. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.
6. Ensures that all requirements for written independent verification of information are met in an appropriate and timely manner.
7. Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.
8. Conducts orientation and briefing process for new residents.
9. 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.
10. Prepares, coordinates and oversees the proper disposition of all paperwork relating to renting or vacating housing units in accordance with established procedures.
11. Responsible for entering, submitting, and maintaining resident information through electronic PIC system.
12. Prepares and submits 50058 reports in a timely manner.
13. Responsible for move-in/move-out procedures and timely response to resident service requests, ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts.

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14. Performs new move-in/move-out, housekeeping, and emergency inspections, and re-inspections. Ensures NSPIRE Protocol is adhered to when performing Real Estate Assessment Center (REAC) inspections as assigned. Oversees preparation of move-in/move-out adjustments and requests. Ensures receipt of all relevant paperwork.
15. Informs residents of REAC inspections and accompanies the Executive Director and REAC inspector on inspections.
16. Performs walk-by inspections, at least monthly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions. Issues citations when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.
17. Effectively handles complaints and legal matters within the area of expertise as assigned, including in-house grievance procedures. Resolves conflicts and complaints among residents, if possible, to mitigate detrimental effects and/or avoid continued grievances.
18. Monitors lease violations and the delinquent rent roll; oversees the issuance of delinquent notices and late payment charges; and initiates the eviction process when warranted. Ensures appropriate court documents are filed in a timely manner and appear as necessary. Monitors abandoned units.
19. Interacts with the Executive Director to initiate court proceedings against residents for non-payment of rent within the time frame allowed by law to expedite cases; issues eviction notices when necessary.
20. Assists in achieving maximum rent receivable collections for all properties. Maintains a fraud list and charge-offs, and in conjunction with the Executive Director, initiates court proceedings against residents for nonpayment of rent.
21. Monitors, reviews, and analyzes housing management data and prepares monthly, quarterly, annual, and/or other reports as required, addressing occupancy, delinquency rates, and other related information in a timely manner.
22. Responsible for achieving maximum occupancy and minimum turnover rate at all properties by actively promoting public housing activities.
23. Assists the Executive Director with managing maintenance and Capital Improvement activities; Interacts with maintenance to identify agency properties' physical conditions and ensure they are maintained in marketable condition.
24. Review work orders for completion and accurate charges applied to residents when applicable.
25. Maintains continual communication with residents and resolves concerns to foster a sense of pride in their units and the community and a sense of belonging to the Agency family.
26. Prepares outreach programs, sends information to the community and other social service agencies, and advertises information about applications, leasing, and the status of the housing authority waitlist in the newspaper and social media platform(s).
27. Confers with Police Department; Reviews Offense Reports which include all calls in and around the Agency, identifies lease violations, documents, sends letters to residents, and maintains all incidents violations in resident files.
28. Per the agency's procurement policy, the employee may be responsible for purchasing office and other maintenance supplies for the property. The employee may also assist maintenance with inventory management.
29. Schedules pest control monthly, accompanies the inspector on inspections, and tracks keys for apartments.
30. Coordinates improving communication and cooperation between residents and management by staying knowledgeable of and ensuring residents are informed of new rules, laws, regulations, etc., as interpreted by the Agency. Meets periodically with residents to outline changes and/or new directions in policies and programs.

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31. Counsel residents who are not complying with policies and procedures, have economic, health, or social problems, and have delinquent rent problems. Ensures residents are appropriately notified of lease violations and eviction proceedings. Ensures referral of residents to Resident Opportunities & Self-Sufficiency- Service Coordinator and works closely with other Agency departments to coordinate efforts to ensure that residents receive available services.
32. Responsible for deterring and preventing resident fraud and abuse through participation in the Agency's program to prevent fraud and abuse through rent review, income verification, counseling, prosecution, etc.
33. Attends training as necessary to learn new skills and to review rules, regulations, and policies.
34. Reviews and remains current on all relevant rules and regulations concerning appropriate Agency housing programs, as well as applicable local, state, and federal laws, regulations, codes, Agency's Admissions and Continued Occupancy Policy (ACOP), state Landlord-Resident laws, Agency's Annual & 5-year plans and Agency rules, regulations, and administrative plan.
35. Attends relevant Agency meetings to exchange information and further the development and implementation of processes and activities to enhance overall performance, effective operations, and maintenance of optimum lease-up rates.
36. 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.

Education and Experience

Bachelor's degree in business, Public Administration, or Social Sciences from an accredited college or university and at least three (3) years of progressively responsible experience in management or in an administrative capacity in property management or low-income housing, or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Accredited Residential Manager
- Occupancy Standards
- Rent Calculation
- Enterprise Income Verification System
- Fair Housing
- National Standards for the Physical Inspections of Real Estate

Knowledge and Skills

1. Thorough knowledge of Agency policy and procedures as they pertain to property management and occupancy.
2. Thorough knowledge of HUD rules and regulations that apply to public housing management.
3. Working knowledge of laws and standards that apply to public housing property management, such as Fair Housing Laws, OSHA Standards, local and state building codes.
4. Basic knowledge of building maintenance, fire prevention, and liability reduction principles.
5. Working knowledge of the operation of the Agency's computer system and applicable software.
6. Working knowledge of the agencies that provide assistance and services to residents, including knowledge of eligibility requirements.

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7. Knowledge of mathematics and general accounting procedures sufficient to perform calculations required for summarizing rent collections and assisting the Executive Director in preparing the annual operating budget and long-term budgets.
8. Ability to maintain required records such as resident files, vacancy reports, etc.
9. Ability to procure goods and services in accordance with Agency procurement procedures and in keeping with the approved operating budget for the property.
10. Ability to read and interpret policies and guidelines in order to make sound decisions.
11. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
12. Ability to operate appropriate Agency computer equipment and software packages.
13. Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed.
14. Skilled in analyzing situations in order to identify problems and offer possible solutions.

Supervisory Controls

The Occupancy and Property Specialist receives instructions primarily from the Executive Director. Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when problems are brought to the supervisor's attention and when the supervisor is contacted by the employee for direction. The employee's work is reviewed for accuracy and compliance with Agency policies and federal, state, and local regulations, as well as for attainment of objectives.

The Occupancy and Property Specialist gives instructions to Maintenance subordinates that are generally broad and nonspecific; however, instructions are occasionally direct and specific to address a particular situation or problem. Employees monitor the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals and objectives, evaluate employee job performance, and recommend hiring, training, firing, and disciplinary actions.

Guidelines

Guidelines followed by the Occupancy and Property Specialist include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity requirements. These guidelines cover most job-related situations, and the employee is often required to use independent judgment in making decisions within established parameters and areas of expertise. When unusual situations arise or when clarification or guidance is called for, the employee consults with the Executive Director.

Complexity

The employee performs related duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The circumstances determine the course of action, assessment of critical issues, supervisor input, and established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and property management issues using personal judgement based on prior experience.

Difficulty may be experienced in making final application determinations and in applying appropriate HUD and PHA criteria in situations such as counting or exempting individuals' income.

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Scope and Effect

Occupancy and Property Specialists are key employees in the management and operation of affordable public housing. Their work affects residents, coworkers, Agency profitability, community groups, and support agencies on a continuing basis. Successfully accomplishing duties enhances the Agency's image in the community and its ability to meet its overall mission of providing decent, safe, and sanitary housing.

Personal Contacts

The employee's contacts are primarily with local officials (police, City Code Enforcement), outside service agencies, contractors, advertising contacts, social workers, other employees, and residents the Agency assists. The purposes of these contacts are to obtain or provide information, plan and coordinate, advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Contact often requires negotiation and/or handling controversial matters, and it may include dealing with skeptical, uncooperative, unreceptive, hostile individuals and potentially volatile situations.

Physical Requirements

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.

1. Work is principally sedentary but may involve some physical exertion during on-site visits with residents or staff members and inspections of units and/or facilities.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g., moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to work around various fumes, odors, and dusts.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.
9. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
10. An employee may request reasonable accommodation to mitigate any of the physical requirements listed above.

Medicinal and Recreational Marijuana

Marijuana is a Schedule I controlled substance and is illegal under federal law. The Agency observes the common rule of the **Federal Marijuana Law of the Controlled Substances Act** (CSA) (21 U.S.C. § 811), which does not recognize the difference between medical and recreational use of marijuana and has established the required Drug Free Workplace Policy. Employees are **NOT** permitted to use or possess **any form** of marijuana for medical or recreational purposes. Any applicant for employment who tests positive for marijuana during a pre-employment drug screening shall be ineligible for employment with the Agency. Any applicant for employment who advises the Agency that he/she uses **any form** of

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marijuana will be ineligible for employment. The Agency is unable to grant a request for reasonable accommodation to use marijuana under any circumstance.

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.

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during visits to housing developments, sites, dwellings, or facilities.

Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

Read and Acknowledge

The Housing Authority of the City of Frostburg is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of the City of Frostburg is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

READ AND ACKNOWLEDGED

EMPLOYEE NAME:
(printed)

EMPLOYEE SIGNATURE

DATE

AUTHORIZED AGENCY
REPRESENTATIVE SIGNATURE

DATE

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