PENINSULA HOUSING AUTHORITY
Position Description

TITLE: Housing Assistant **STATUS: Non-Exempt**

Summary
Under the direction of the Property Manager, assists in the performance of property management tasks designed to ensure that PHA properties are safe, enjoyable places to live, efficient to operate, good neighbors, attractive assets to their neighborhoods and fully compliant with all governing rules. This position acts as a resource to residents by responding to resident questions, concerns and/or requests, taking maintenance work orders, and accepting rent payments. Performs general clerical and administrative duties in support of the Property Manager including data entry, issuing tenant notices, file creation and file maintenance.

Scope of Responsibility
Responsible for providing basic information regarding housing assistance programs, eligibility requirements, availability, and general procedures to applicants and performs preliminary processing of applications.

Essential Job Functions
1. Tenant applications, selection, certifications and leasing

- Assists applicants in completing assisted housing application form. Explains various program and income requirements, income verification and waitlist procedures, etc. Determines initial eligibility based on information provided in application. Obtains and verifies landlord references, income and asset information, criminal background and credit report checks.
- Enters preliminary applicant information into computer system and maintains all client files. Enters preliminary and basic information on applicants required in order to maintain appropriate waiting lists. Prepares initial applicant files following established procedure. Monitors and updates all program waiting list data to accurately reflect priority and other changes and to delete applicants no longer interested, etc. Produces various computer-generated reports such as waiting lists, periodic master lists, etc. making and distributing copies to appropriate personnel. Assembles permanent client files upon receipt of proper documentation and authority of other department staff. Maintains and updates all tenant files, pulls files for other staff, and returns files to proper location.
- Receives and reviews proposed leasing documents from clients to verify completion of basic requirements. Items reviewed include: signatures, initials, rental unit information, security deposit information, etc. Refers complex optional lease provisions to other staff

for review and approval. Prepares initial request for unit inspection and refers to appropriate staff.

- Provides support to other asset management staff by processing and/or updating tenant and program information. Following established procedures prepares and issues various program related documents to tenants and/or landlords including annual re-examination notices, contract amendments, inspections forms, etc. Prepares leases, contracts, vouchers, and other occupancy documents as directed. Assembles tenant briefing packets. Schedules appointments for incoming applicants and the periodic re-examination of current clients as directed, maintains appropriate appointment calendars. Processes correspondence for department staff, making copies a necessary.
- Receipts rent and security deposit payments. Matches resident payments with appropriate receipts and/or prepares hand written receipts, forwarding receipt copies and payments to appropriate staff for processing/posting.
- Serves as office receptionist for tenants, applicants and visitors. Responsible for locking and unlocking office doors at appropriate times. Greets callers and visitors by phone or in person, takes messages, responds to inquiries, problems, and/or complaints by tenants, referring to appropriate department staff. Prepares work orders for follow-up by maintenance, paging maintenance staff as necessary.
- Responsible for processing of daily office mail including pickup and delivery of mail at the local post office, if necessary. Insures that outgoing mail is accurately stamped and prepared for mailing by using a scale and postage meter. Prepares priority and express mail and arranges for pick-up or delivery. Notifies appropriate staff when packages have arrived.
- Prepares (or accesses through the computer system) monthly reports as requested regarding various aspects of applications and occupancy such as number of applicants on waiting lists, number of applicants with priorities, etc.

2. Customer service and community relations

- Maintain positive and constructive external relations with community and real estate organizations, and prospective sources of eligible residents and rental information.
- Be alert for resident's need for services (noticeable changes in appearance, behavior, personal hygiene or condition of apartment) to Property Manager or PHA staff member and refer to services as appropriate;
- Answer resident questions, meet with residents to identify and assess resident concerns, complaints or grievances, act to resolve issues or refer to Property Manager or appropriate PHA personnel;
- Provide excellent customer service.

3. Employee accountability

- Present a professional image as a representative of PHA;
- Establish and maintain effective professional working relationships with coworkers, management, partner agencies and the community;

- Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules;
- Maintain a high degree of confidentiality relative to work performed.

Secondary Tasks

1. Perform related duties or responsibilities as assigned.
2. Provide assistance, support and back up to other Property Managers as requested.
3. Serve as a member of committees, as directed.
4. May inspect leased housing units and/or grounds.

Qualifications

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- ❖ Affordable housing and property management, including processing applications, maintaining one or more waitlists, rent collections, pre-leasing of units, knowledge of public housing programs
- ❖ General office principles and practices
- ❖ Software applications relative to the position assignment
- ❖ Proper English grammar, usage and spelling
- ❖ Basic mathematics
- ❖ Keyboarding skills (speed required may vary according to position assignment)
- ❖ Communication skills (oral and written)
- ❖ Good interpersonal, human relations, organizational, and problem solving skills
- ❖ Effective customer service skills and techniques – in person and via telephone (discretion, patience, etiquette, professionalism)
- ❖ 10-key machine by touch
- ❖ Operation of a variety of office equipment, such as fax machine and copier
- ❖ Specialized terminology relevant to position assignment
- ❖ Pertinent Federal, State and local laws, codes and regulations

Ability to:

- ❖ Interpret and apply applicable Federal, State and local laws, codes and regulations
- ❖ To compose and prepare general and technical documentation
- ❖ To calculate and understand basic mathematical calculations such as the ability to add, subtract, multiply, divide and compute percentages
- ❖ Work with a high degree of accuracy and attention to detail
- ❖ Ability to deal with the public and other employees with courtesy, tact and good judgment
- ❖ Be able to manage multiple tasks in a timely and effective manner
- ❖ Be able to establish and maintain effective working relationships with supervisors, co-workers, administrators and the general public, as well as the ability to work with a diverse population, including but not limited to families, the elderly and persons with disabilities

- ❖ Ability to express oneself effectively both orally and in writing and to prepare clear, concise, comprehensive reports and effective and accurate correspondence
- ❖ Operate a variety of office equipment including a computer and applicable software applications
- ❖ Be a self-starter and work independently, with a high degree of accuracy and attention to detail in an atmosphere of frequent interruptions
- ❖ Meet attendance standards necessary for successful job performance
- ❖ Communicate clearly and concisely, both orally and in writing
- ❖ Establish and maintain effective working relationships with those contacted in the course of work

Education and Experience Required

High school diploma or GED. Must have minimum of two years related experience including basic office experience or related administrative areas, rent collections, processing deposits, pre-leasing of units, knowledge of public housing programs helpful, and ability to work with low income families or individuals. Housing Authority experience preferred.

Working Conditions

1. Work is conducted in a non-smoking standard office setting. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure. Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, moving about inside the office, maintaining a stationary position, positioning self to operate office equipment including knobs and dials; moving objects weighing up to 20 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 yards. OCCASIONAL positioning self to move beneath desk areas and near floors, and to place or retrieve objects above and at average shoulder height, moderate positioning to manipulate reference books and manuals; moving objects weighing 20-35 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 feet. Must be able to perceive computer screens and printed documents and to operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.

2. Sufficient physical ability to work in a community setting. Considerable travel by auto throughout the local area. Ability to maneuver through housing units to perform visual inspections and conduct business. From time to time, this position will be required to perform manual tasks. Activities require the individual to bend (90 degrees), stoop, crouch, climb, twist (to 180 degrees), turn, and work above-the-head on a recurring, repetitive, and often continuous basis in the course of performing job duties. The individual must also be capable of accessing and working in confined spaces such as crawl spaces and/or attics, climb stairs and ladders and work at heights sometimes exceeding twenty (20) feet.

Additional Requirements

Possession and retention of a valid Washington state driver's license. Pre-employment tests and examinations, including, but not limited to physical examination regarding bona fide occupational qualifications, drug testing, extensive background checks and other related components which are based on the specific demands of the position. Successful completion of all exams, tests, and background checks is a condition of employment. Responsible to apply extensive, in-depth knowledge of public sector operations methods in accordance with applicable provisions of the Revised Code of Washington.

Employees hired on or after June 1, 2011 must not use tobacco products on or off the job, including but not limited to smoking cigarettes and/or chewing tobacco. Nicotine testing may be required.

The Authority complies with all laws and regulations relating to employment, including the Americans with Disabilities Act and the Washington Law Against Discrimination. The Authority does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities. The Authority reserves the right to revise or adjust job descriptions, job assignments and job duties at any time. Nothing in this document should be interpreted as a contract with or any other obligation of the Authority.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

_____ _____

Signature Date