

## **Del Norte Senior Center**

### **Redwood Cove Senior Apartments Occupancy Specialist**

#### **Job Description**

Under the general supervision of the Executive Director, the Occupancy Specialist performs a variety of complex, responsible, and confidential administrative duties related to leasing and occupancy; resident selection, certification and maintenance; and related work as required for a 39-unit federally subsidized senior housing complex regulated by the Federal Department of Housing and Urban Development (HUD).

#### **Responsibilities**

- Works cooperatively with all staff and management to insure the efficient and effective operation of the facility in accordance with the organization's mission and in the best interests of the organization, its tenants and the community.
- Performs leasing and occupancy duties for current tenants, including annual income eligibility certification; calculation of individual tenant subsidy and rent amounts; completion and processing of lease renewals; maintenance of tenant files in compliance with HUD regulations and organization policy; and other related duties as required.
- Performs leasing and occupancy duties in relation to prospective tenants and applicants for residency, including initial application screening; establishment and maintenance of waiting list; income eligibility verification; background and criminal records checks in accordance with HUD regulations and agency policies; in-person interviews with prospective tenants; completion of initial lease documentation; calculation of tenant rent and subsidy amounts and other related duties as required.
- Works closely with the Service Coordinator and other appropriate staff to complete new resident orientation, current tenant recertification, periodic apartment inspections as required by HUD regulations and organization policy, and other required joint duties.
- Maintains resident occupancy-related files and information in both hard-copy and electronic formats according to HUD regulations and organization policies. Maintains electronic records using organization-adopted property management software.
- Assists the Executive Director to insure that all HUD reporting requirements are met.
- Determines apartment rents in accordance with federal housing guidelines and prepares annual General Rent Increase requests for the Executive Director's review.
- Works closely with other staff and the Executive Director to review and revise organization forms, policies, procedures and other materials as necessary and appropriate to insure compliance with state and federal housing regulations and organizational needs.
- Responsible in coordination with Executive Director and other staff to develop and maintain organization emergency response plan.
- Drafts staff reports as requested by the Executive Director.

- Coordinates with Bookkeeper to insure proper posting and distribution of tenant receivables in property management software.
- Works closely with Service Coordinator, Facility Manager and other appropriate staff to insure tenant compliance with house rules and lease agreements; address tenant complaints; resolve disputes; and insure that organization responsibilities to tenants are met.
- Works closely with the Service Coordinator to plan events and social activities for tenants as appropriate. May occasionally transport tenants to appointments in organization vehicle.
- Other related duties as may be assigned.

## **Requirements**

- Any combination of work experience and education that demonstrates the skills and abilities to perform the essential duties of the position is required. Experience working with HUD subsidized housing programs, performing eligibility determination work for governmental assistance programs; working with senior populations; or other work in closely related fields is desirable. An advanced degree or coursework in human service, public administration or a closely related field is also desirable.
- Certified Occupancy Specialist (COS) certificate, or ability to obtain such certification within first year of hire (requires ability to travel to out-of-county training for up to four days).
- Excellent verbal and written communication skills and interpersonal skills. The ability to maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with tenants within acceptable professional boundaries.
- Ability to read, interpret, and correctly implement complex governmental regulations, policies and guidelines. Ability to adapt to changes in program and job requirements as necessary.
- Proficient computer skills with a working knowledge of Microsoft Word and Excel required. Some knowledge of property management software preferred.
- Excellent math and calculator skills.
- Excellent organizational skills and attention to detail, ability to multi-task and ability to meet deadlines required.
- Ability to follow general direction as well as to work independently.
- Ability to effectively handle difficult and sensitive issues and maintain confidentiality.
- Valid driver's license and clean driving record.
- Ability to sit for extended periods; ability to effectively listen and to speak clearly when conducting interviews either in-person or on the telephone; ability to read and understand written materials at a college level; ability to understand and follow both written and verbal direction in an independent manner.

## EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of this job description and understand the duties and qualifications expected of me.

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Employee Signature

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Date