

LEASING SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To perform all leasing duties associated with rental assistance for such programs as Moderate Rehabilitation, HOME, Rural Development, Low Income Housing Tax Credit and other programs or projects owned or managed by the Housing Authority.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Leasing Supervisor. Supervision of other employees is not a responsibility of positions in this classification; however, some direction of clerical staff may be required. Incumbents are expected to assist in the training and orientation of new employees.

ESSENTIAL JOB FUNCTIONS

*The following tasks are typical for positions in this classification. Any single position may **not** perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Maintain regular attendance with or without reasonable accommodations.
2. Maintain records on vacant units; notifies applicants of available units and coordinates their placement.
3. Interview housing applicants to determine eligibility; investigate and verify applicant information for accuracy and completeness; verify and review criminal and eviction history and rent calculations; contact applicants to discuss and clarify informational discrepancies.
4. Conduct briefing sessions with prospective residents to explain Housing Authority policies, procedures, rules and regulations; outlining duties and responsibilities of the Housing Authority of Jackson County, partner agencies, applicants and residents.
5. Explain rental agreements, payments, housekeeping standards and other program rules, regulations and requirements to tenants; resolve any issues or concerns on program requirements and utility allowances.
6. Operate specialized office equipment with a high degree of accuracy, skill, and independent judgment.
7. Assist and advise clients on proper procedures for completing Housing Authority forms; respond to inquiries regarding Housing Authority policies and procedures.
8. Respond to routine correspondence, memoranda and requests for information; investigate fraud complaints; take appropriate action and conduct follow-up; answer telephones and respond to questions from walk-in customers.
9. Utilize various computer applications and software packages; enter data, maintain and generate reports from a database or network system; create documents using word processing software.
10. Operate a variety of office equipment including a typewriter, switchboard, copier, facsimile machine and computer.
11. Maintain, develop and implement complex, accurate filing systems and records, including the retrieval, editing and entering of computer records; modify systems as appropriate; conduct file and record searches.
12. Provide clients with information about available resources; make appropriate referrals to social service agencies. Facilitates obtaining social services that will enable a client to maintain an independent home. Maintain working relationship with a variety of social services agencies.
13. Perform related duties and responsibilities as required.

SECONDARY JOB FUNCTIONS

1. Provide clerical support for department.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of public housing assistance and other affordable housing programs.
- Methods and techniques of conducting interviews with program applicants.
- Methods and techniques of conducting reference checks.
- Methods and techniques of conflict resolution.
- Rules and regulations governing the landlord/tenant relationship as they relate to all housing programs administered.
- Community resources available to clients.
- Rules and regulations governing housing programs as they relate to program eligibility.
- Modern office equipment, including computers and supporting applications.
- Methods and techniques of balancing rent payments.
- Principles and practices of customer service.
- Principles and procedures of record keeping, data management, storage and retrieval.
- Problems, needs and lifestyle issues concerning the physically, socially and economically disadvantaged.
- English usage, spelling grammar and punctuation.
- Mathematical principles.
- Pertinent Federal, State and local codes, laws and regulations.

Ability to:

- Interpret and explain Authority program rules, regulations, policies and procedures to applicants.
- Investigate and verify applicant information for accuracy and completeness.
- Determine applicant eligibility for housing program assistance.
- Work effectively with people from diverse social, economic and racial backgrounds.
- Prepare routine correspondence, letters, memoranda and clear and concise reports.
- Calculate and interpret numerical data.
- Utilize a variety of computer software programs including word processing and spreadsheets.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently in the absence of supervision.

Education and Experience Guidelines:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by college level course work in the field of social science.

Experience:

Two years of responsible clerical support experience. Some counseling experience is desirable.

Any satisfactory equivalent combination of experience and training which demonstrates the ability to perform the work may be substituted for the above.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 these essential job functions.

Environment: Normal office setting; exposure to computer screens.

Frequent exposure to hostile, confused, or disoriented clients as well as communicable diseases.

Travel may be required. A valid driver's license and an acceptable driving record are required. Otherwise, an alternate method of transportation must be provided by the employee.

Employees in this position may be required to work a flexible work schedule as a condition of employment. This is understood to mean that the hours of work may vary from day to day and include evenings and weekends. Work schedule specifics will be determined by the hiring supervisor.

Physical: Incumbents require sufficient mobility to work in an office setting and operate office equipment; sit for extended periods of time; perform repetitive motion of hands and wrists.

Vision: Vision sufficient to read small print, computer screens and other printed documents.