

JOB DESCRIPTION

POSITION TITLE: Occupancy Specialist – Bilingual English/Spanish

DEPARTMENT: Administration

REPORTS TO: Community Administrator

CLASSIFICATION: NON-EXEMPT

DATE: May 10, 2017

PRIMARY RELATIONSHIPS: Community Administrator, Regional Housing Manager, Residents, Maintenance Technicians

OBJECTIVE: Responsible for the leasing and maintaining resident files in compliance with Tax Credit regulations, as well as for maintaining positive resident relations.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Familiarity with Federal Fair Housing Guidelines
- A minimum of one (1) year required, two (2) years preferred, of related experience in affordable housing Low Income Housing Tax Credits or HUD programs.
- Superior customer service skills in fast paced environment
- Ability to work on multiple projects simultaneously
- Ability to handle confidential information professionally
- Individual must possess a positive attitude, high level of flexibility, effective communicator, detail-orientated with strong organizational skills, to work with minimal supervision, focus on completing assigned tasks in a timely manner, and a willingness to get involved
- Must have a valid driver license, some travel required
- Ability to work flexible hours as needed including weekends as required to meet occupancy requirements
- Ability manage time wisely to meet deadlines

ESSENTIAL FUNCTIONS:

- Lease apartments with an understanding of affordable program knowledge necessary to perform the leasing function
- Complete annual recertifications in a timely manner, per program requirements.
- Provide individual or group tours of the property and must be able to accurately explain the properties policies, amenities, services, and rent structure
- Must have strong verbal skills including the effective use of the telephone. Position requires daily follow up with prospects and prompt follow up on all incoming inquiries
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ESSENTIAL FUNCTIONS (continued):

- Generate and maintain accurate records on prospects. Process rental applications and other admission materials including background checks, credit checks, and sex offender checks as directed
- Inspect rent ready units with Maintenance Supervisor to ensure units are ready for showing daily
- Responsible for collection of rent from property residents
- Maintain resident and property files and waiting lists
- Create resident work orders

Other Job Functions Include:

- Assists with audit preparations each year
- Attends training as assigned
- Special projects and other duties as assigned

Work Environment

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

Physical Demands

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 individual with disabilities to meet these demands:

- Ability to sit at a computer station for extended periods of time in order to complete essential job functions
- Ability to lift up to fifty (50) pounds

Job Functions

Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.

