

Leasing Intake Associate

Department: Property Management

Office: Union City Office

Location: Union City, CA

SALARY
23 - 28.37/ hr.

MISSION AND VALUES

MidPen Housing is a non-profit organization that develops high-quality affordable housing communities, professionally manages the properties in those communities, and provides services to residents. The three affiliated corporations are MidPen Housing Corporation, MidPen Property Management Corporation, and MidPen Resident Services Corporation.

Our mission is to provide safe, affordable housing of high quality to those in need; to establish stability and opportunity in the lives of residents; and to foster diverse communities that allow people from all ethnic, social, and economic backgrounds to live in dignity, harmony, and mutual respect.

MidPen Housing associates advance a culture of belonging, inclusion, diversity, and equity to effectively bridge across differences that are representative of the communities we serve. We seek to have a high performing, inclusive, and engaged workforce that is centered around constant learning.

COVID-19 Vaccination Mandate - Booster Included in MidPen Mandatory Vaccine Policy!

- **All MidPen employees are required to be fully vaccinated against COVID-19.**
- **Starting April 1st, 2022, boosters will be required for employment at MidPen. (As a reminder, booster eligibility means that at least 5 months have passed from your 2nd shot of Moderna or Pfizer or 2 months from your Johnson & Johnson shot.)**
- **Employees will have 30 days past their eligibility date to get the booster. (By April 1, all employees should have the booster — unless 30 days have not passed since their eligibility date.)**
- **Subject to applicable law, all prospective hires will be required to demonstrate they have been fully vaccinated for COVID-19; or qualify for an accommodation to this vaccination requirement.**
- **Employees with an approved accommodation will be required to test for COVID-19 on a weekly basis.**

SUMMARY

Provides support to the Leasing Director, Leasing Director Assistant, Community Manager and Assistant Manager, where applicable. The Leasing Intake Associate will be the first point of contact with all housing applicants.

This is a hybrid position with a Home base and requires travel to active Lease-Ups within the 12 Counties where MidPen has current or future.

ESSENTIAL DUTIES

- Answers phones in a courteous and pleasant manner
- Greets and meets with prospective tenants
- Assists site staff in scheduling intakes
- Initiates calls to applicants on waitlist for vacant units
- Tracks and documents all responses in tracking software
- Collects all relevant data to determine applicant eligibility
- Calculates estimated income during intake to ensure applicants meet minimum income requirements and do not exceed maximum income requirements
- Ensures applicant meets preference(s), if any
- Ensures applicant meets occupancy standards for unit
- Ensures applicant meets any other property- specific requirements
- Turns over all intake documents to Community Manager for background screening
- Primary point of contact for Compliance Leasing Specialist (Leasing and Occupancy Specialist) when further documentation/information are needed
- Performs other job duties as required

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the education, knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High School diploma and minimum one-year related work experience in leasing affordable housing units or similar position, or a combination of education and relevant experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Outstanding communication skills, both verbal and written
- Excellent negotiation and problem-solving skills
- Strong people skills

- Ability to work with people of diverse backgrounds
- Able to multi-task in high energy environment
- Proficient at Microsoft Office Suite (Word, Excel, Teams, Outlook)
- Must possess a valid California Driver's License, proof of current auto insurance, and reliable transportation
- Commitment to the Mission and Values of MidPen Housing and MidPen Services

PHYSICAL REQUIREMENTS

- Constantly perform desk-based computer tasks
- Frequently sitting
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 25 pounds
- Rarely twist/bend/stoop/squat, kneel/crawl.

This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned

Consistent with its obligations under the law, MidPen Housing Corp. will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job.

To apply, visit <https://apptrkr.com/3797557>

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