

SUFFOLK REDEVELOPMENT AND HOUSING AUTHORITY	JOB DESCRIPTION		
Position Title	Housing Specialist – Public Housing		
Reports To	Property Manager	Starting Rate	\$31,200-\$34,312
Department	Housing Operations	CLOSING	Open until filled

**General Statement of Duties:**

The Housing Specialist performs skilled clerical administrative work assisting the Property Manager with a variety of office assistance administrative task not limited to scheduling appointments, typing, filing, data entry, answering calls, preparing monthly reports, take meeting minutes, development monthly newsletter, prepare informational brochures, flyers, prepare media releases, assist with monthly inspections, assist with department quality control reviews, and agency event coordination. Coordinate and maintain resident/participant portals. Does related work as required of the Property Manager to assist with day-to-day department operations to ensure compliance and excellent customer service. Work is performed under general supervision. Perform other duties as assigned by the Property Manager (their designee).

**Essential Job Functions (Illustrative Only)**

1. Receives calls and callers for the department and ascertains nature of business and resolves concerns or director to appropriate authority for disposition.
2. Maintains complex and detailed files and records, maintains database.
3. Collect information to complete the annual reexamination process and interim redeterminations of rent, the verifications needed to accurately evaluate applicant's and resident income, family composition eligibility by preparing and submitting to appropriate sources (i.e., HUD's EIV system, other upfront income sources, Social Security Administration, Department of Social Services, Virginia Employment Commissioner and/or Personnel Offices, Veteran's Administration, etc.).
4. Conducts interviews and counsels prospective and current residents on a program explaining fraud, proper maintenance of units and tenant responsibilities.
5. Designs and prepares newsletters, brochures, flyers and other advertising and marketing material.
6. Transcribes correspondence, compose routine correspondence, types a variety of complex reports and materials.
7. Answers questions and responds to inquiries or complaints on department and/or operations, policies and procedures.
8. Maintains department calendar.
9. Schedule appointments as needed for department needs.
10. Undertakes special projects as assigned by supervisor.
11. Checks for accuracy of important documents and records.

- 12 Assist the Property Manager (their designee) with day-to-day operations to ensure coverage for all housing communities owned by SRHA.
- 13 Maintains a variety of operational, bookkeeping, budget, and program records.
- 14 Conducts interviews to determine eligibility and continued occupancy.
- 15 Coordinates purchasing activities for the department as needed.
- 16 Assist Property Manager with quality control functions to include file, monthly HUD required reporting and inspections reviews to ensure program compliance.
- 17 Performs administrative and clerical duties as Property Manager assigns.
- 18 Operates office equipment to include but not limited to fax, scanners, computers, copiers, calculators, telephone, binding machines, and other equipment needed to perform essential job functions.
- 19 Maintains HUD required documentation to support HUD programs to include NSPIRE and PHAS certifications.
- 20 Uses PC programs such Microsoft Office and other software packages. Enters resident data in software system to ensure clients records are updated.
- 21 Maintains inventory control, re-order, and re-stock any supply items.
- 22 Observes all safety rules and regulations.
- 23 Prepare court documents and review tenant account ledgers.
- 24 Conducts lease signing as designated by Property Manager (their designee) as necessary.
- 25 Maintains tenant files and organization of resident files of housing communities owned and or operated by SRHA as needed by department ensuring order.
- 26 Performs other duties as assigned by Property Manager (their designee).

### **Required Knowledge and Abilities**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered on all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. High school diploma or equivalent is required and extensive office assistance experience.
2. Working knowledge of the practices, policies, and philosophies of housing management.
3. Basis knowledge of office procedures.
4. Clerical and administrative aptitude.
5. Good spelling and grammar skills is necessary to assist with the development of letters, flyers, media information and email distribution.
6. Ability to type 45 words per minute.
7. Ability to make routine arithmetic calculations.
8. Read and interpret computer printouts.
9. Ability to follow oral and written instructions and to exercise good judgement.

10. Ability to establish and maintain effective working relationships.
11. Valid driver's license required and maintained eligibility for coverage under the Authority's automobile insurance.

**Physical Requirements:**

1. This is a sedentary work requiring the exertion of up to 10 pounds of force, and a negligible amount of force frequently or constantly to move objects.
2. Work requires reaching, fingering, grasping and respective motions.
3. Vocal communication is required for expressing or exchanging by means of the spoken word.
4. Hearing is required for perceived information at normal spoken word levels.
5. Visual activity is required for preparing and analyzing written or computer data, operation of machines, operation of motor vehicle or equipment, determining the accuracy and thoroughness of work and observing general surroundings and activities.
6. The worker is not subject to adverse environmental conditions.

**Special Requirements:**

1. A valid Driver's license is required and must maintain eligibility for coverage under the Authority's automobile insurance.
2. Must pass a drug screen.
3. Must supply criminal background record which must pass the agency's criteria.

**-EOE-**