

The Superior Housing Authority is currently accepting applications for the position of Housing Specialist. Come join a team of committed, compassionate, and performance driven group of individuals that strive to make a difference in the community.

This is a full-time position. This also includes competitive pay, plus an estimated annual benefit package of \$40,000 which includes: Health, Life, AD&D insurance; and State pension with employer matching contribution. Additional benefits include: vacation, sick, personal leave and eleven paid holidays.

Brief job description includes: performs leasing and occupancy duties for housing and rent subsidy programs, communicates effectively with Intake staff, determines final eligibility of new applicants, submits monthly reports and conducts orientation interviews. A full job description and minimum job requirements is available on our website at www.superiorhousing.org. Resources/Careers tab.

If you would like to join our team, submit your cover letter, resume, and your salary expectation to: Rhonda Berg, Confidential Office Manager, Superior Housing Authority, P.O. Box 458, 1219 North Eighth Street, Superior, WI.

The Superior Housing Authority is an equal opportunity employer. Women and minorities are encouraged to apply.

HOUSING AUTHORITY OF THE CITY OF SUPERIOR, WISCONSIN JOB DESCRIPTION

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| Title: | Housing Specialist |
| Department: | Housing |
| Reports To: | Director of Housing Programs/Property Manager Compliance Officer |
| Prepared Date: | October 11, 2019 |

SUMMARY: Performs the necessary leasing and occupancy functions and ensures the physical and financial integrity of the assigned projects and programs. The following are considered essential functions for the job:

DUTIES:

- A. Performs leasing and occupancy duties for housing and rent subsidy programs.
 1. Communicates effectively with Intake staff to ensure the appropriate number of new applicants are pulled monthly to achieve high occupancy;

2. Determines final eligibility of new applicants (including references, criminal checks, income, assets and deductions) and notifies applicant of decision;
3. Completes established and required processing procedures as it pertains to leasing, annual recertifications, interim recertifications and move-outs; prepares and executes addendum or lease contract as necessary; calculates rent; reexamines tenant income and status annually or as required.
4. Conducts orientation interviews for prospective program participants to build informal support networks; shows unit to prospective clients; ensures the client is informed of program rules, regulations, program options and lease terms; assists in locating and leasing suitable housing; completes established and required procedures; processes and executes leasing documents.
5. Investigates, mediates, reviews and processes cases involving resident disputes, fraud cases and lease/program policy violations; schedules, notifies program participants, attends and participates in hearings, evictions and other housing related meetings as necessary. Follows up with participants regarding the outcome of these meetings.
6. Submits data to accounting staff for check or statement processing.
7. Assists in researching, developing, maintaining and revising department forms, procedures and control systems as needed.
8. Submits monthly reports as required, corrects errors for resubmission and retains documentation.
9. Recommends advisory or referral programs to clients.
10. Monitors rent payments and other charges.

B. Develops and maintains effective working relationships

1. Develops and maintains good working relationships with SHA staff, residents, and the public.
2. Develops and maintains rapport with landlords and tenants keeping them informed of program rules, regulations, options, lease provisions, and contract provisions.
3. Establishes and maintains effective working relationships with human services and other agencies.

C. Performs other duties as assigned.

Note: The above is illustrative of the descriptions of the general nature and level of work being performed by people assigned to this job. It is not intended to be inclusive of all responsibilities, duties, and skills required for this position. Any information acquired

through employment at the Housing Authority of the City of Superior, WI is to remain confidential.

QUALIFICATIONS/REQUIREMENTS:

- A. Knowledge, Skills, and Abilities:
1. Computer skills must include the ability to input and assemble data, compile reports, and establish tracking systems.
 2. Knowledge of property management, housing rules, regulations, policies, inter/intra agency resources, and all leasing documents.
 3. Knowledge of the housing rental market, tenant and landlord rights, human service resources and other public agencies.
 4. Knowledge of applicable laws and regulations regarding privacy and confidentiality, and the ability to implement laws and regulations.
 5. Ability to discern, discuss and disseminate information.
 6. Ability to execute accurate math computations, basic bookkeeping skills, good keyboarding skills, and learn various types of electronic and manual recording and information systems used by the department.
 7. Ability to express information and instructions clearly, accurately and professionally, whether by phone, email, letter, or personal contact.
 8. Ability to exercise good judgement, perform work in a courteous and diplomatic manner, and establish and maintain harmonious working relationships.
 9. Ability to work effectively with people of all social and economic backgrounds.
 10. Ability to promote housing programs.
 11. Ability to initiate work projects, work independently, organize workload and manage time effectively.
- B. Education/Experience
1. Two years post-secondary education in areas relevant to job duties; and
 2. Two years job related work experience; or
 3. Any combination of education and/or work experience as may be acceptable by the Executive Director.

C. License or Certification: Valid Driver's License required.

1. Must have a valid driver's license

PHYSICAL REQUIREMENTS:

1. Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, reaching, walking, pulling, lifting, fingering, grasping, talking, hearing, and performing repetitive motions.
2. Must be able to perform sedentary work exerting 20 pounds of force occasionally and 10 pounds frequently.
3. Must be able to possess the visual acuity to prepare and analyze data and figures, view a computer terminal, and do extensive reading.
4. Persons with mental or physical disabilities are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made, because it would cause the employer undue hardship, such person may not be eligible.