

HOUSING AUTHORITY OF THE CITY OF WILSON

301 NASH STREET E WILSON, NC 27893
(252)-291-2245

Job Description

Title: Property Specialist

To: Property Manager

Department/Division: Asset Management

FLSA Classification: Non-Exempt

Employment Status: Full-Time

Position Summary

Responsible of assisting in managerial and administrative work involving the management and operation of Housing Authority Public Housing properties. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment System (PHAS) and other future HUD required evaluation systems. The duties listed below are illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and other work-related duties as assigned.

1. Greets visitors and residents, answers incoming calls in a courteous manner and takes messages, transfer calls to voice mail, or refers calls to appropriate person or department.
2. Receives communications via the telephone, internet, fax, and in person and either responds to routine questions or refers the more complex inquiries to the supervisor or other appropriate departmental staff.
3. Prepares leases, court papers, eviction letters, various reports and letters of correspondence, vacancy reports, etc.
4. Runs reports on a daily basis for outstanding balances, deposits, adjustments.
8. Tracks delinquent accounts to determine charge offs. Process necessary paperwork to send account to the collection agency; Prepares & files warrants and posts warrant fees to accounts and locks each account for non-payment.
9. Take applications for Public Housing.
10. Reviews and monitors Tenant Account Receivable (TAR) report and carries out the accounts receivable/rent review and collection process in a timely manner. Follows up on delinquencies by arranging late payment agreements, scheduling grievance hearings, or initiating the eviction process as appropriate. Testifies in court as necessary.

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11. Track zero income families and keep a current list for follow up
12. Tracks, posts and updates turnover and vacancy reports.
13. Assists Property Manager in showing vacant units to prospective residents, quotes prices, describes features, discusses terms of lease, and communicates property and community amenities and available neighborhood services.
14. Maintains quality control on resident records and files to ensure consistency and compliance with regulations and program requirements.
15. Processes move-outs in accordance with Agency policies and procedures, including conducting move-out inspections and exit interviews, prorating of rent, calculating applicable charges, recommending retention or return of security deposit if applicable, and tracking and closing resident files.
16. Coordinates the proper disposition of all paperwork relating to renting or vacating housing units in accordance with established procedures.
17. Coordinates preventative maintenance program by identifying repairs and upgrades needed, assessing damages, reporting maintenance repairs and upgrades needed to maintenance personnel, and performing daily walk-by inspections of building and grounds to identify and resolve unsafe or unsatisfactory conditions requiring maintenance.
18. Implement EID program requirements and track families for program compliance.
19. Conducts quarterly and follow-up housekeeping inspections. Performs move-in inspections.
20. Acts as liaison with resident associations, assesses residents' concerns, investigates resident complaints, schedules conferences to discuss and initiate solutions, informs residents of policy changes, and may assist in development of resident activities, making suggestions for improved participation in resident activities and implementation of resident incentive programs.
21. Refers residents to the Resident Services department when indicated and cooperates with service providers. Recruits and works with groups and agencies capable of rendering pertinent assistance to residents. Works closely with other Agency departments in coordination of efforts to ensure that residents receive available services.
22. Assists with setting up workshops, resident meetings and activities.
23. Monitors resident compliance with lease provisions, reports instances of resident fraud and abuse to deter and/or prevent same, investigates and documents violations, advises Property Manager as appropriate, and communicates required remedies to residents.
24. Coordinates vacancy preparation and maintenance projects and ensuring Uniform Physical Conditions Standards (UPCS) inspections and necessary repairs are completed.
25. Prepares legal documents for evictions and follow-up on evictions; may appear in Magistrate's Court for routine cases, follows-up to do a padlock with law enforcement.
26. Interacts with residents, Department of Social Services, law enforcement and other governmental agencies, and contractors.

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27. Assists Property Manager with re-certification process as needed.
28. Schedules and notifies residents of annual inspections and mails extermination notices.
29. Acts as Property Manager in his/her absence.
30. Generates required reports in an accurate and timely manner, providing support documentation as appropriate.
31. Reviews and keeps updated on all applicable rules and regulations concerning housing programs, as well as applicable local, state, and federal laws, regulations, codes, and Agency rules, regulations, and administrative plan.
32. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

High School Diploma or GED required. Associate's degree in Social Work, Public Administration, or closely related field from an accredited college or university desired. Three (3) years of Property Management experience or an equivalent combination of education, training, and experience.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Property Manager:

- ◆ Rent Calculation
- ◆ Enterprise Income Verification System (EIV)
- ◆ Uniform Physical Condition Standards (UPCS)
- ◆ Fair Housing

Knowledge and Skills

1. Thorough knowledge of Agency operating policies and procedures; principles, practices and techniques, HUD regulations pertaining to low-rent housing; and services available through local social service agencies.
2. Good knowledge of leasing agreement procedures, recertification process, public housing standards, and housing quality standards inspections.
3. Thorough knowledge and experience in a housing assistance program or social services field.
4. General knowledge of Landlord Law, procurement regulations, and OSHA requirements.
5. Ability to accurately and completely document in writing appropriate events and activities.
6. Ability to read and comprehend relatively complex material.
7. Ability to establish and maintain effective working relationships with co-workers, and persons outside the Agency.
8. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Agency policies and procedures.
9. Ability to interview and counsel residents and deal effectively with situations that require tact and diplomacy, yet firmness.
10. Capable of managing competing demands and meeting productivity standards while handling frequent change, delays, and unexpected events.

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11. Ability to prepare clear and concise narrative and statistical reports.
12. Ability to operate appropriate Agency computer equipment and software packages.
13. Ability to communicate clearly, concisely, orally and in writing.

Supervision Controls

The Property Specialist receives instructions from and is accountable to the Property Manager. The employee receives specific instructions regarding areas with which the employee is not familiar, priorities, deadlines, when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. In familiar, regularly occurring duties, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise. The employee's work is reviewed regularly and closely for accuracy, timeliness, and conformity to organizational policies, federal, state, and local regulations and attainment of objectives. The employee has no supervisory responsibilities.

Guidelines

The employee performs routine duties by following established policies and procedures, applicable reference materials, published laws, regulations, handbooks, and training materials. These guidelines cover most job-related situations. The employee may require guidance from the supervisor in situations not covered by existing guidelines, but has reasonable latitude in the performance of customary duties.

Complexity

The employee performs routine duties following established and specific Agency policies and procedures, applicable local, state, and federal regulations, traditional practices, and information from training and reference materials. The course of actions is determined by the circumstances, assessment of critical issues, supervisor input, and by established procedures and applicable regulations. The employee may coordinate, integrate, and/or prioritize tasks. Routinely, the employee may adapt procedures to the circumstances and make decisions concerning resident or maintenance problems, collections, and management of staff using personal judgement based on prior experience.

Scope and Effect

Property Specialists are key employees in the management and operation of Affordable, Commercial, and Public housing and their work affects residents, Agency profitability, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Agency's image in the community and its ability to meet its overall mission of providing housing that is decent, safe, and sanitary.

Personal Contacts

The employee's personal contacts are mostly with residents, coworkers, local officials (police, judges), outside service agencies, utility companies, contractors, and advertising contacts. The purposes of these contacts are to obtain or provide information, plan and coordinate, and to advise, motivate, influence, or direct subordinates or others, and justify, defend, negotiate, or resolve matters and issues concerning public housing.

Regularly, contact requires negotiation and/or handling of controversial matters, and may include dealing with skeptical, uncooperative, unreceptive, and hostile individuals.

Physical Requirements

1. Work is performed indoors and outdoors and involves physical exertion which entails walking long distances, climbing stairs, carrying, and reaching. May also frequently stand for long periods at a time. Requires the ability to effectively deal with on-call after-hours emergencies.
2. Must be able to sit and/or stand for up to eight hours at a time while performing work duties.

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3. Must be able to bend, stoop, push, and pull in the performance of essential job-related duties (e.g. moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to work around various fumes, odors, and dusts.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
8. Must maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during visits to housing developments, sites, dwellings, or facilities.

Other Requirements

1. Must possess a State of North Carolina driver's license and regularly participate in continuous improvement and education.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of The City of Wilson is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the President/CEO.

Employment with The Housing Authority of The City of Wilson is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE