

ASHEBORO HOUSING AUTHORITY

JOB OPENING: OCCUPANCY SPECIALIST

March 11, 2022

If you would like to apply, please submit a resume to Robert Lawler, Executive Director rlawler@asheboroha.org

Due by April 15, 2022

Position Description

The primary purpose of this position is to support the activities of the Authority's Public Housing department by performing various clerical and technical tasks. The incumbent frequently interacts with applicants and residents by providing information, conducting interviews and preparing related paperwork.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages and maintains Low-rent Public Housing database of applications and the waiting list; verifies accuracy of all related documents; determines eligibility of new applicants and confirms continued eligibility by conducting appropriate checks, including income verification, background checks, and reference checks.
- Conducts interviews and prepares necessary paperwork and packets for move-ins, transfers, interims, and recertifications; calculates and adjusts rent; communicates charges and adjustments to residents.
- Conducts move-in inspections and special inspections; generates work orders as needed.
- Enforces lease compliance by investigating potential violations, meeting with violators to communicate the nature of the issue and steps required to rectify, and performing follow-up work to ensure that compliance has been achieved.
- Collects and tracks resident payments; negotiates debt repayment schedules as needed; records and deposits payments, preparing bank drafts accurately and completely.
- Mediates resident disputes and responds to resident grievances, escalating issues to AHA management as appropriate.
- Coordinates with tenant and Pest Control Services to schedule pest control treatment per AHA policies.
- Coordinates move-out processes; prepares associated paperwork; communicates with other Authority staff members regarding vacancy inspections and any necessary follow-up work; transfers utility services upon move-out.
- Maintains accurate and updated files for current and past residents.
- Generates, reviews, and completes EIV Reports.
- Assists law enforcement with resident-related issues by providing information and access to units per applicable laws and regulations.
- As needed, prepares information for hearings such as evictions and money-owed cases; attends hearings held by the Authority, District Court, and/or Small Claims Courts.
- Performs other duties as assigned.

Education and/or Experience

Associate's degree in business administration or related field, and a minimum of 2 years of experience performing administrative services, preferably in an affordable housing environment. Public Housing Management Certification required, or must be obtained within 12 months of hire. An equivalent combination of education and experience may be considered. Must possess a valid North Carolina driver's license and be insurable under the Authority's plan.

