

St. Joseph Housing Commission

Public Housing Coordinator

Job Description

Supervisor: Executive Director

Classification: \$31,200 - \$41,600 salary, depending on experience plus full benefits

Duties and Responsibilities

An employee in this position may be called upon to do any or all of the following, but not limited to:

Collect rent payments; submit rent payments in Housing Management software.

Issue delinquent notices when necessary; process transfers; issue eviction papers when required.

Prepare paperwork for Executive Director to take to court house for possession of the unit in the event of eviction; prepares files for attorney to review in advance of court date.

Attend St. Joseph Housing Commission board meetings and take notes. Draft minutes for the Executive Director's review.

Maintain the tenant key cabinet in proper order.

Investigate and issue a written report to the Executive Director in cases of lease infractions, income fraud, violation of the resident's handbook, accidents, and incidents pertaining to each resident.

Maintain tenants' files.

Address residents' concerns in a timely professional manner. Assist in resolving conflict and complaints among residents, if possible, to avoid grievances. Recommend and participate in mediation between residents as needed. Assist in resolving tenant grievances.

Keep records relating to inventories of appliances in rental units.

Work with the Administrative Assistant to help determine final eligibility of applicants to be selected as residents. Assist the administrative assistant with pre-occupancy orientation for new residents including explaining lease and Commission policies and procedures, and providing information to clients about available housing options and how to maintain quality housing.

Conduct annual and interim reviews of resident's family income and household composition to determine continued eligibility and benefit level. Schedule re-exam appointment, collect documentation, make revisions, calculate rent adjustments, notify residents in writing of changes. Schedule re-exam inspections with Facilities Maintenance Assistance and resident.

Work with Administrative Assistant to execute leases, obtains client signatures, documents and compiles file, and submits for case screening.

Answer resident inquiries and provide information on status of rent, damage claims, and other relevant issues. Establishes and maintains excellent working relationships with program clients.

Provide clients with resources and referral information needed to work towards self-sufficiency, as needed.

Perform clerical duties such as answering telephone, general typing, filing, mailing correspondence and accounts payable/receivable. Receive incoming mail and take appropriate action or files necessary information into client files.

Assist the Executive Director with scheduling and maintaining appointments, typing policies and procedures and lease violations, registering for trainings and conferences, filing and other administrative duties as assigned by the Executive Director.

Greet general public and assist them by checking routine records and files for requested information. Answer telephone inquiries concerning Public Housing, the waiting list, and general information. Communicate with the general public, other agencies and organizations, and prospective residents on eligibility requirements for Admissions and Continued Occupancy.

Document and report all issues to Executive Director as appropriate. Reports to and advise Executive Director on caseload status.

Performs other duties as assigned by Executive Director.

Knowledge, Skills and Abilities

Strong customer service and communication skills, both written and verbal.

Ability to establish and maintain positive and effective working relationships with co-workers, tenants, and public.

Ability to organize and prioritize work assignments.

Ability to work with figures in an accurate and efficient manner.

Ability to communicate with and relate to persons of diverse backgrounds.

Ability to work independently, perform repetitive and tedious job assignments accurately.

Ability to write reports, complete forms, compose letters and effectively communicate both verbally and in writing.

Ability to use computers and common software applications including email, Gmail calendar, internet, Microsoft office Suite (word, excel and power point). Ability to use other common office equipment.

Valid Michigan driver's license.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

Education and Experience

High school diploma with advanced college-level courses. Bachelor's degree preferred. Experience in non-profit leadership or social service providing organization preferred.

Will be required to attend training/classes in public housing that may include certification exams. Have the ability to travel within the United States by car and/or air plane.

Supervision Received and Given

The employee receives instructions from the Executive Director. Courses of action, deadlines, and priorities are established by procedure or the Executive Director, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Complex problems or situations not covered by instructions are usually referred to the Executive Director for consensus.

The employee is responsible for setting priorities to effectively manage their caseload and assist the agency in accomplishing goals. The employee's work is reviewed for conformity to Commission policies and procedures and attainment of objectives. The employee has no supervisory responsibilities but works very closely with the Facilities Maintenance staff and various volunteer agencies throughout the housing industry.

Responsibility for Monies and Property

The Coordinator accepts and receipts rental, security deposit and other income to the Housing Commission.

Responsibility for Confidential Matters

1. Guidelines

The employee refers to Commission and HUD guidelines and policies in performing work. These guidelines and policies cover most job-related situations although the employee frequently is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults with the Executive Director. Observes strict confidentiality of all resident's information and restricted files.

2. Complexity

The employee performs a moderate number of routine and generally related tasks. The course of action is determined by established procedure, the Executive Director, or the employee. Tasks frequently have to be coordinated, integrated, and/or prioritized. Some computer applications may be difficult to accomplish

and require resourcefulness and extra effort by the employee. Decisions regarding unusual circumstances should be referred to the Executive Director.

3. Scope and Effect

The Public Housing Coordinator performs important tasks in management and operation of Public Housing and their work affects the residents, community groups and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances the Commission's ability to provide housing that is decent, safe and sanitary and adequate services for its residents.

4. Personal Contacts

The employee's personal contacts are with applicants, residents, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Commission for housing families and providing assistance to families.

5. Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

6. Work Environment

Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated.