

HOUSING AUTHORITY OF COLUMBUS, GEORGIA

Position Description

Classification: Public Housing Occupancy Specialist

Supervisor: Public Housing Coordinator

Effective Date: January 1, 2012

Position Summary

This is specialized and responsible clerical work. An employee in this position is responsible for the review and validation of applicants for admission to public housing. Employee exercises considerable judgement and initiative in carrying out day-to-day responsibilities subject to established procedures, practices, and standards.

Duties require considerable knowledge of HUD regulations and the Admissions and Continued Occupancy Policy on tenant selection, the ability to maintain clerical records and to prepare accurate and concise reports. Work involves considerable and constant contact with applicants, often under trying conditions. Work assignments are received verbally and in writing and are performed under the general supervision of the Public Housing Coordinator.

Major Duties and Responsibilities

1. Conducts one-on-one interviews of prospective tenants of the Public Housing Program to review applications, assisting applicants in the completion of forms and identification of required documents.
2. Enters required information from application into computer system, establishing preferences, bedroom size, and gross rent to establish a waiting list.
3. Verifies information received from applicant by contacting appropriate agencies.
4. Computes applicant income and deductions using HUD guidelines. Informs applicant of proposed rent and security deposit.
6. Answers telephone and in-person requests for information concerning services. Explains the requirements of the Public Housing Program. Refers person/caller to appropriate source, if needed.
7. Maintains departmental files and records in accordance with Authority policy.
8. Prepares letters and other office forms and mails to applicants.
9. Provides training assistance to new public housing employees.
10. Prepares bi-weekly reports on status of pending applications and presents to Coordinator.
11. Maintains control and information systems for effective program monitoring.

12. References ACOP on an as needed basis to determine how to address unusual situations that arise.
13. Set appointments with applicants to discuss applications.
14. Performs related duties as required.

Required Knowledge and Abilities

1. Knowledge of HUD and the Housing Authority of Columbus, Georgia rules, regulations and policies on tenant selection and of required forms and reports.
2. Knowledge of interviewing techniques, the principles of office management and of record maintenance.
3. Knowledge of modern office equipment including copiers, personal computers (Microsoft Office Package – Word, Excel, Outlook, etc.), mainframe terminals, calculators, facsimile machines, etc.
4. Ability to make routine decisions in accordance with administrative rules, regulations and policies, and to explain selection rules and procedures to prospective tenants in an objective and impartial manner.
5. Ability to understand and follow complex oral and written instructions.
6. Ability to maintain accurate clerical records.
7. Ability to establish and maintain effective working relationships with other employees, superiors, and the general public.
8. Ability to understand, act on and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
9. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
10. Ability to initiate work projects and work independently.
11. Ability to process multiple client files in various stages of procedure and maintain detailed follow-up on items required to complete files with few to no errors.
12. Ability to lift and carry up to 15 lbs. and file while standing, bending, or stooping to reach multi-level file drawers.

Physical Requirements

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculators, pencils, legal pads, etc.

Minimum Education, Training, and/or Experience

Graduation from a standard high school or vocational school, preferably supplemented by courses in business practices with considerable experience in progressively responsible office and clerical work or any equivalent combination of training and experience to meet required knowledge, skills, and abilities required.

Special Requirements

1. Possession of a valid driver's license.