

## Housing and Redevelopment Authority of St. Cloud

### Position Description

Job Title: Senior Occupancy Specialist Grade: 8  
Exemption Status: Non-Exempt Department: Housing  
Authorization: \_\_\_\_\_  
Executive Director  
Acknowledged: \_\_\_\_\_  
Employee Revised: September, 2017

### Job Specifications

<u>Factor</u>	<u>Level</u>
Education:	High School plus 2 years
Job Related Experience:	5 years
Special Requirements:	Occupancy Specialist and Housing Quality Standards certifications within one year of hire; Family Self-Sufficiency certification within two years of hire; valid driver's license in the State of Minnesota
Supervision Given:	Limited oversight of Occupancy Specialist(s)
Supervision Received:	Voucher Programs Manager

**Job Summary:** The Senior Occupancy Specialist performs intermediate skilled technical work conducting applicant and client interviews; collecting, verifying, and processing information related to the client or applicant to determine initial and ongoing eligibility for any applicable housing programs; monitoring cases for disputes, potential fraud and program violations; working with diverse populations, including but not limited to, clients or applicants who are non-English speaking or English speaking as a second language, having mental and/or physical disabilities, of various age, race, religion, sexual orientation, and/or national origin.

### Essential Functions:

1. Reviews applications for housing assistance programs for completeness and interviews applicants to determine eligibility.
2. Organizes, prepares, and conducts briefings for clients and issues vouchers/certificates in accordance with all applicable program regulations and HRA policies.
3. Conducts new admission, annual, interim, rent increase, port in, port out and change of unit reexaminations on assigned clients including client interviews, verification of household size, income, assets, expenses and deductions. Calculates housing assistance payments (HAP) in accordance with all applicable program regulations and HRA policies. Accurately enters information in all applicable software. Timely notifies clients and property owner/managers of HAP changes. Accurately prepares, sends, and executes HAP Contracts with property owners/managers. Follows HRA policies on all aspects for all applicable programs.
4. Schedules and coordinates initial, annual, damage, special and re-inspections with the housing inspector(s). Responsible to complete inspections as assigned. Abate contracts when necessary.

5. Performs rent reasonableness tests on all new admissions, rent increases and change of units as applicable for each housing assistance program.
6. Processes vacate notices, voucher/certificate releasers, lease/program terminations and ports and notifies Voucher Programs Manager of the change.
7. Monitors zero income, minimum rents and zero HAP clients to ensure policy compliance.
8. Monitors cases for disputes, potential fraud, program policy violations, and lease violations including communication with clients and property owners/managers of termination of HAP and notifies the Voucher Programs Manager of the same. Participates in the grievance process as required, including acting as the lead HRA representative when required.
9. Corresponds with a variety of agencies and businesses including but not limited to property owner/managers, county agencies, employers, and law enforcement to verify household size, income, assets, expenses, deductions, reasonable accommodations, lease violations, and program violations. Assists Voucher Programs Manager with program reporting.
10. Communicates timely with clients, property owners/managers and advocates to coordinate inspections of new admissions, process change of unit or increases to rent and monitor lease violations and explains program and related information. Attends outreach events as required including but not limited to the VA Stand Down, Project (Homeless) Connect, Homeless Concerns.
11. Assists Voucher Programs Manager in processing monthly HAP for housing programs, processing and correcting PIH Information Center (PIC) submissions and reports, processing billing for ports and processing Section Eight Management Assessment Program (SEMAP).
12. Assists Voucher Programs Manager in establishing and maintaining procedures for electronic record retention.

**Non-Essential Job Duties**

13. Performs related work as required.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<i>Activity</i>	<i>Frequency</i>	<i>Activity</i>	<i>Frequency</i>
Sit	Continuously	Climb/balance	Occasionally
Stand	Occasionally	Carry/Lift up to 50 lbs.	Occasionally
Walk	Occasionally	speaking or hearing	Continuously
Reaching with hands and arms	Occasionally	Using hands to finger, handle or feel	Continuously
Stoop, kneel, crouch or crawl	Occasionally	Repetitive motions	Continuously
Exposure to outdoor weather conditions	Occasionally	Push/pull	Occasionally

**Vision requirements:** standard

**Vocal communication:** required for expressing or exchanging ideas by means of the spoken word

**Hearing:** required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound

**Sensory utilization:** requires preparing and analyzing written or computer data; visual inspection involving small defects and/or small parts; use of measuring devices; operating machines; observing general surroundings and activities

**Noise level:** moderate