

## LEASING SPECIALIST

**DESCRIPTION/PURPOSE:** Under general supervision of the Property Management Director and working closely with Leasing Intake Unit, perform a wide variety of leasing activities, community outreach, housing inspections and other related tasks for the Housing Authority's Housing Choice Voucher (HCV) program to ensure program success, achieve full lease-up and comply with Housing Authority policies and Housing Quality Standards (HQS). Work to attract new Landlords and property managers to participate in the HCV program. Work on special projects and other work as assigned.

**DISTINGUISHING CHARACTERISTICS:** This classification is distinguished from Senior Eligibility and Occupancy Specialist by its provision of extensive information and outreach in the recruitment and retention of landlords and property managers; extensive tenant interactions and advocacy; and the absence of supervision exercised. This position requires work outside the office, assisting landlords and tenants with paperwork, and assisting tenants with housing searches, counseling, rent collection, complaint resolution, and policy clarification for the HCV Program.

**SUPERVISION RECEIVED AND EXERCISED:** Under the direct supervision and general direction of the Property Management Director. Generally no supervision is exercised.

**ESSENTIAL JOB FUNCTIONS:** Duties may include, but are not limited to, the following:

- Conduct outreach activities to attract new landlords, property managers and apartment managers related to the HCV program.
- Serve as the primary point of contact for landlords/property managers, helping them navigate the required paperwork to complete the move-in/contract process.
- Interact with colleagues, clients, and Agency contacts in a professional, tactful and courteous manner. Serve as liaison to other social service agencies and hold interagency case conferences as necessary to address concerns. Effectively communicate applicants/participants' concerns, issues and questions to colleagues, and communicate resolutions to applicants/participants.
- Work with HCV applicants/participants in finding permanent housing to meet their needs. Activities include outreach to landlords and property managers, visitation of units, counseling applicants/participants regarding the relocation process, assisting applicants/participants with completing necessary documentation and working with landlords/property managers to facilitate a smooth, prompt and successful lease up and move-in process.
- Counsel applicants/participants on how to be a "good tenant" and assist landlords/property managers when complaints are received about HCV tenants violating their lease terms.
- Mediate problem situations between landlords and tenants regarding paperwork, administrative issues, contracts and payments.
- Conduct move-in/move-out inspections to determine condition of housing units and establish responsibility for corrections and/or repairs prior to occupancy/move-out. Effectively communicate with HVC landlords/property managers and applicants/participants related to the inspection process and how to resolve failed inspections.
- Perform inspections on new/existing housing units for compliance with HUD Housing Quality Standards protocol.
- Understand current rent reasonableness data to determine compliance with HUD programs. Conduct market rental surveys as needed and work with local property owners to establish acceptable rental rates.
- Negotiate rent increases and initial rent amounts with owners of rental property and/or management companies in conjunction with payment standards, rent reasonable guidelines and client's maximum allowable payment amount. Efficiently process rent increases.
- Make presentations and explain information about the HCV program to applicants, residents, property owners and managers. May conduct HCV briefings as needed.
- Interpret and implement HUD regulations and Housing Authority policies.
- Compose letters, prepare reports and make recommendations to management related to assigned responsibilities. Perform a variety of clerical duties including accurate and thorough data entry and maintenance of case files.
- Assist in the implementation of new and special housing programs. Provide eligible clients with information on available programs. Track issued vouchers.

- Use current HA accounting software system/database for cross checking of rental referral lists and keep lists up-to-date by removal of rented properties.

**OTHER JOB FUNCTIONS:**

- Represent agency at outside meetings.
- May be required to participate in training of staff.
- Perform related duties as assigned.

**REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:**

Knowledge of: Policies and programs administered by the Housing Authority. Tenant/landlord rental laws (Federal, State and Local), ordinances, home financing, local real estate trends, housing rehabilitation principles and terminology. Current social and economic problems of low income individuals, families, seniors, individuals with disabilities, social service programs and resources. General office procedures, proper telephone etiquette, and the operation of various office machines. Personal computers, word processing and spreadsheet programs.

Ability to: Understand oral and written instructions and procedures. Be courteous, exercise judgment and discretion and maintain confidentiality in dealing with clients, general public, and co-workers. Communicate effectively in English in written and oral expression. Deal objectively and effectively with a variety of people. Exercise independent judgment and discretion in routine decision making. Effectively resolve conflicts and negotiate solutions. Work independently under tight deadlines. Learn, interpret, explain and apply applicable Housing Authority policies and laws and regulations governing federally assisted housing programs. Analyze financial information; make arithmetic computations rapidly and accurately.

Licenses and Certificates – Possession of, or ability to immediately obtain and retain, a valid California Driver License.

Physical Requirements/Work Environment – Have the mobility to visit construction sites to audit activities and conduct unit and site inspections.

Other - Employee will be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. The employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service (INS).
- Fluency in conversational Spanish is desirable.
- Be bondable.

**EXPERIENCE AND EDUCATION GUIDELINES:** Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience - Four years of experience in general office clerical/ administrative work in real estate or property management that demonstrates competency in the listed "knowledge and abilities" sections. With two years college, two years' experience in general office clerical/administrative work as indicated above. Prefer public contact and problem solving experience in a public agency setting.

Education - An Associate's Degree from, or two full academic years at, an accredited college or university with major course work in public administration, social work, community studies, sociology, psychology, vocational education, or a related field. Possession of a Bachelor's Degree in one of the above fields is desirable.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.