

LEASING SPECIALIST

DESCRIPTION/PURPOSE: Under general supervision of the Housing Programs Assistant Director and working closely with staff to perform a wide variety of leasing activities, community outreach, housing inspections and other related tasks to promote, attract and retain landlord and property managers to participate in the Housing Choice Voucher (HCV) program to achieve full lease-up and comply with Housing Authority policies and Housing Quality Standards (HQS). Process transactions related to the owner incentive programs, security deposit assistance, and rent increase requests. Work to attract new landlords / property managers (owners) to participate in programs administered by the Housing Programs Department (HPD). The Leasing Specialists will work with program applicants that in the process of initial eligibility and lease-up, exiting program participants, owners, and other stakeholders to support leasing and voucher utilization. Work on special projects and other work as assigned.

DISTINGUISHING CHARACTERISTICS: This classification is distinguished from Housing Program Specialist by its provision of extensive information and outreach in the recruitment and retention owners; 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 search, 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 Housing Programs Assistant 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 and other programs administered with the Housing Programs Department.
- Serve as the primary point of contact for owners to help them navigate the administrative processes required for leasing to a program participant.
- Process program transactions that are owner focused which include but are not limited to new contracts, owner assurance claims, and contract rent increase requests.
- 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 owners, participants' concerns, issues and questions to colleagues, and communicate resolutions to owners and applicants/participants.
- Work with participants in finding permanent housing to meet their needs. Activities include outreach to owners, visitation of units, coordination with participants regarding the relocation process, assisting participants with completing necessary documentation and working with owners to facilitate a timely and successful new contract process.
- Provide guidance to participants on tenant responsibility and family obligations, housing search best practices, and assist with any tenancy issues that may violate program requirements, family obligations and lease terms.
- Assist owners and tenants with paperwork, administrative issues, contracts, and payments.
- Conduct HQS inspections or HUD required inspection criteria as needed to determine condition of housing units and establish responsibility for corrections and/or repairs. Effectively communicate with owners and participants related to the inspection process and how to resolve failed inspections.
- Process owner requests for contract rent increases which includes, reviewing to verify the owner request is valid under Housing Authority policies, procedures and state / local laws, conduct rent reasonableness, approve contract rent amounts, calculate the Housing Assistance Payment and tenant rent share portion, update Yardi, and provide proper notice to the owner and participant.
- Coordinate jurisdictional and other local security deposit programs which includes review request for security deposit funds, tracking approval of funds, maintain a log of disbursed funds and monitor fund balances.

- Administer owner assurance program which includes reviewing owner claims, identifying eligible expenses, prepare approval form to disburse funds, maintain a log of disbursed funds, and monitor fund balances.
- Support the implementation and administration of other owner incentive programs to promote, attract, and retain owners, which include but not limited to bonus incentives.
- 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.
- Manage and prepare listing of available units that are available for owners to advertise their units to participants.

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. Understanding of fair housing law and practical application through work practices.

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, Documentation showing authorization to work in U.S as outlined by the Department of Homeland Security form I-9.
- 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 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 /administrative work as indicated above. Experience with public contact and problem solving in a public agency setting or real estate environment.

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.