

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Senior Housing Assistant – Rental Specialist

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	2	Non-Exempt	Development	Housing Manager

CLASS SUMMARY:

This position is responsible for performing technical and support tasks related to housing programs at multiple sites. Tasks require comprehensive knowledge of housing program operations, requirements, rules, and regulations. Responsibilities may include conducting investigations; preparing correspondence; processing documents; providing assistance to residents; and performing standard support tasks.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Organize initial set-up for residents whose income is to be reviewed. Prepare all materials necessary to maintain a timely re-certification process
2.	Interview residents to obtain information regarding employment, social security, public assistance and other sources of income. Verify, via third party, all sources of income
3.	Make accurate determination regarding documentation, family composition, bedroom size and all other factors involved in resident eligibility
4.	Review, analyze and compute incomes of residents for the purpose of determining proper rental rate
5.	Performs calculations to determine rent amounts. Generate computerized HUD 50058 form and new housing lease
6.	Initiate and maintain lists of residents who have not submitted verification of all sources of income for the annual income review and submit to the Housing Manager for eviction action and/or implementation of ceiling or fair market rent
7.	Ensure interim rent changes are done to meet HACM interim policy requirements
8.	Maintain current knowledge of federal, state and local regulations and work with Housing Managers to implement revisions to operating procedures
9.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

Associate’s degree in related field; 1-3 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Customer service principles;
- Standard mathematical concepts;
- Methods of preparing correspondence;
- Federal, state, and local laws, rules, and regulations;
- Computers and related software.

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Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Performing calculations;
- Preparing correspondence;
- Performing lease up tasks;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR