

BATH HOUSING

Job Description

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| Position Title: | Housing Associate |
| Department: | Housing Team |
| Reports To: | Director of Housing |
| Supervises: | N/A |
| Oversees: | N/A |
| FLSA Status: | Non Exempt |
| Last Revised/Approved: | December 2018 |
| Pay Grade | F |

POSITION SUMMARY:

This position is responsible for understanding the parameters and operations of multiple Bath Housing Programs, responding to customer inquiries, and triaging necessary issues to the appropriate Department. The person works within a progressive team environment for multiple affordable housing programs, reporting to the Director of Housing, but coordinating activities with all members of the Housing Team with the goal of enhancing housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as front line of Bath Housing, ensuring all internal and external customers are met with superior customer service. This includes providing information, answering questions, directing inquiries to appropriate Departments, and distributing messages, using voicemail, electronic mail, and work order systems.
- Lead the customer first intake process, providing assistance to applicant inquiries related to eligibility determination, program selection, and general process guidance, and referring applicants to outside agencies as appropriate.
- Maintain a working knowledge of all properties and the work order system.
- Maintain correspondence and tracking of the recertification process for HCV, Section 8, and Public Housing Programs. Send all required notices, ensure return of complete packets and process income verifications.
- Utilize lease documents and recertification paperwork to update emergency contacts, phone numbers, vehicle information/parking passes, etc. in the agency software system.
- Manage applications and waitlist for all properties, including annual update per Agency policy, tracking, and documentation as necessary. Manage applications for the HCV program/Centralized Waiting List.
- Maintain electronic filing system within the Laserfiche system.
- Provide superior administrative support to all departments, preparing, distributing, and maintaining reports and correspondence as assigned.
- Encourage appointments with the Housing Navigator; provide limited guidance regarding housing options as needed.
- Maintain up to date resident enrollment in the resident communication system.

- Complete Comfortably Home intakes as needed.
- Collection of monthly resident rents and recording receipt of payments for all agency programs to include processing voucher payments.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs other related tasks as required.
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GENERAL EXPECTATIONS:

1. Ability to read and understand rules and regulations set forth by Bath Housing Authority.
 2. Ability to communicate clearly and concisely and in a positive and productive manner, both verbally and in writing, with all levels of the Agency staff, landlords, community partners, tenants, etc.
 3. Ability to establish and maintain effective working relationships with program participants, residents, and all Bath Housing personnel.
 4. Ability to model and promote a culture of strong customer service.
 5. Ability to maintain confidentiality in all assignments.
 6. Ability to respond to all situations in a calm controlled manner.
 7. Willingness to engage in continuous learning and training.
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PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Strength: Must be able to occasionally lift, pull and move up to 15 pounds.
- Manual Dexterity: Must have the ability to frequently operate equipment listed below and frequently perform moderately difficult manipulative tasks including data entry, writing and filing.
- Mobility: Must be able to frequently sit for long periods of time and occasionally walk, reach with hands/arms and climb stairs.
- Speech: Must be able to continuously articulate and communicate clearly and precisely when giving directions or interacting with staff, professionals, government officials, partners, property owners, boards, clients and contractors.
- Emotional Stability: Must be able to continuously deal effectively with stress created by personnel issues, multiple tasks, noises, interruptions and multiple priorities and work cooperatively as part of the team while maintaining a pleasant, professional demeanor.

Sensory

- Vision: Must be able to continuously read small print and adjust focus.
- Hearing: Must be able to frequently receive verbal instructions, communicate with others and answer a phone with some background noise.

Cognitive

- Concentration: Must be able to continuously concentrate on fine details with frequent interruption.

- Attention Span: Must be able to frequently attend to tasks, meetings and seminars for more than 60 minutes at a time.
 - Conceptualization: Must be able to frequently understand and relate to several ideas at a time and interpret a variety of instructions furnished in written or oral form.
 - Memory: Must be able to continuously remember multiple verbal and written tasks/assignments over long periods of time in order to coordinate multiple projects while following company policies and government regulations.
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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional exposure to dust in storage areas.
- Noise level is usually moderate.
- Frequent exposure to VDT radiation.

EQUIPMENT USED:

- Phones
- Computer, copier, printer, fax
- Assorted office supplies

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following requirements and skills are considered essential:

- Ability to work with the public.
- Minimum two years' experience working in an office setting. Housing experience preferred.
- Ability to organize work.
- Basic math skills.
- Excellent written and oral communication skills.
- Proficient in Microsoft Office Word and Excel.
- Excellent customer service skills.
- Excellent keyboard skills and proficiency in major office software applications.
- Ability to learn Agency specific software programs.
- Ability to make sound decisions and effectively resolve conflicts.

Education Requirements: The following education requirements are considered essential:

- High School Diploma.
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** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.