

BIG RAPIDS HOUSING COMMISSION

POSITION DESCRIPTION

POSITION DESCRIPTION: Occupancy Specialist

SUPERSEDES: Office Assistant

EFFECTIVE DATE: 04-01-2011

F.L.S.A.: Non-exempt

- I. NATURE OF WORK: Perform a wide range of responsible, independent clerical duties within established policies and procedures to maintain a uniform office support system.
- II. CHARACTERISTIC DUTIES include the following. Other duties may be assigned.

Essential

1. Prepare, type and maintain information in finished form such documents as correspondence, memos, reports, notices, requisitions, vouchers, invoices, minutes, etc. using computer software such as word processing, spreadsheet and database.
2. Collect rent and payments, issue receipts, prepare deposits, and post late charges.
3. Perform receptionist duties including such things as greeting tenants and visitors, providing required assistance, answering inquiries, and scheduling appointments.
4. Input information and maintain such records as daily statement of operations, monthly rent rolls, aging reports, and advise the Executive Director of delinquencies.
5. Maintain filing and/or recordkeeping systems including a suspense file for pending actions.
6. Assist in the preparation of court documents.
7. Pursue vacated tenant collections.
8. Process interim and annual rent recertifications, in accordance with the applicable HUD regulations and office procedures.
9. Oversee the processing of new tenant applications.
10. Interview applicants and execute leases as necessary.
11. Assist in the operation of other non-public housing programs.
12. Provide back-up assistance for other office personnel.
13. Assist in training of office personnel.
14. Inventory and order office supplies and/or merchandise to maintain established levels.
15. Maintain good public relations with the tenants, employees and the public.
16. Compute charges and invoice tenants for utility surcharges and maintenance work.
17. When possible, resolve tenant complaints or refer tenants in a timely manner.

Non-Essential

RESPONSIBILITIES: Reports directly to the Assistant Director. Responsible for maintaining the confidentiality of designated information.

IV. REQUIRED QUALIFICATIONS: To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/abilities

Minimum: High School diploma or GED. Must have excellent skills in office procedures. Demonstrated ability in typing, filing, bookkeeping, computer and phone skills.

Be able to work effectively with others.

Work Experience

Minimum: One year of secretarial, bookkeeping or clerical experience with public contact.

Note: This position may require travel and occasional evening and weekend work.

V: This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way to modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression of illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty.