

HOUSING COORDINATOR

DEPARTMENT : **WATERLOO HOUSING AUTHORITY**
COMMUNITY PLANNING & DEVELOPMENT

SALARY :

FLSA : **NON-EXEMPT**

CIVIL SERVICE : **INCLUDED**

BARGAINING UNIT : **NON BARGAINING**

GENERAL STATEMENT OF DUTIES

Performs administrative and technical work in the implementation of the City's housing programs and provides program information and referral services to tenants, landlords and the public. The work is performed under the general direction of the Housing Authority Director, but considerable leeway is granted for the exercise of independent judgement and initiative. No supervisory responsibilities.

EXAMPLES OF ESSENTIAL FUNCTIONS **(Illustrative Only)**

These functions are considered essential for successful performance in this job classification.

1. Receives and processes all applications for rental assistance for Section 8 following the selection policies, eligibility criteria and federal regulations.
2. Compiles necessary information required for occupancy, leases and HAP contracts, recertification and interim interviews.
3. Completes all Section 8 related interviews, calculations, typing, computer entry, telephone contacts, mailings and inspections including certifications, recertifications, leases, HAP contracts, reports and correspondence.
4. Counsels tenants and prospective tenants on housing opportunities available within the scope of the applicable housing programs or refers them to agencies that might be able to assist them.
5. Advises tenants and landlords through telephone conversations, in person and in writing of the requirements of the department's housing programs and answers questions related to these programs.
6. Develops and maintains Section 8 files and individual tenant files.
7. Administers and provides intake for the Family Self-Sufficiency Program, Home Ownership Voucher Program, Down Payment Program and other specialized programs when assigned.

8. Performs yearly quality control housing standards inspections as needed.
9. Types reports, performs data entry and completes forms on personal computer using the applicable software.
10. Maintains effective communication with tenants and landlords.
11. Works independently and with others with minimum supervision.
12. Attends work regularly at the designated place and time.
13. Performs all work duties and activities in accordance with City policies, procedures and OSHA, City and Community, Planning & Development safety rules and regulations.
14. Performs all other related duties as assigned.

REQUIRED KNOWLEDGE & ABILITIES

1. Personal computer skills and ability to learn related software applications, enter and retrieve information on a computer and update records.
2. Ability to respond to questions and discuss housing issues with clients, tenants and landlords tactfully and in a clear, concise and easily understandable manner.
3. Ability to read, understand and follow Federal Housing rules and regulations.
4. Ability to make decisions regarding tenant qualifications following specific guidelines.

5. Ability to communicate effectively and maintain working relationships with other City employees, supervisors, tenants and applicants for tenancy and the public.
6. Ability to keep accurate and thorough records regarding public housing programs.
7. Ability to work with people from a broad variety of social, economic, racial, ethnic, and educational backgrounds.

ACCEPTABLE EXPERIENCE & TRAINING

1. High school diploma/GED and minimum five years experience in rental management, Section 8 and public housing

OR

Post high school technical degree in social services area with minimum three years experience in rental management, Section 8 and public housing

OR

Any equivalent combination of education and experience that provides the knowledge, skills and abilities necessary to perform the essential functions of the position.

2. Prefer post high school training in personal computers, clerical and accounting.
3. Must obtain Housing Specialist Certification and Housing Quality Standards Inspector Certification within one year of appointment to the position.
4. If operating a City vehicle, must have Iowa Driver's License and good driving record based on the City of Waterloo driver performance criteria. A candidate with any of the following will not be allowed to operate a City vehicle: loss of license for any reason during the period of candidacy for employment, if the candidate remains without a valid, current license for the position when the City issues an offer of employment; loss of license, plea of guilty, plea of no contest or its equivalent or conviction for OWI, reckless driving or other major moving violation within the previous five years; four or more citations for moving violations within the previous three-year period, excluding speeding violations of 10 mph or less over the posted speed limit; three or more citations for moving violations within the previous one-year period. After

appointment to the position, disciplinary action or ability to continue operating a City vehicle may be reviewed for the following: four or more moving violations within the previous three years, three or more moving violations within the previous one year or loss of license or conviction for OWI, reckless driving or other major moving violation within the previous five years; two or more at-fault accidents within a three-year period while driving on City business; a combination of three or more at-fault or not-at-fault accidents within a three-year period. An applicant's driving record will be reviewed prior to an offer of employment and at least yearly thereafter.

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without accommodation.

1. Sufficient speech and hearing that permits the employee to communicate effectively with tenants, landlords, other employees and the public in person or by telephone.
2. Sufficient personal mobility that permits the employee to operate a passenger vehicle safely to visit public housing sites and perform inspections.
3. Sufficient vision and manual dexterity that permits the employee to operate a personal computer, handle files and perform other administrative and technical responsibilities.

MISCELLANEOUS

1. The City of Waterloo reserves the right to conduct a background investigation including employment and criminal history checks on any applicant being considered for this position.
2. Must submit to and pass Civil Service examination procedures including a panel interview.

WORK SCHEDULE

Generally 8:00 a.m. to 5:00 p.m. Monday through Friday with one hour unpaid lunch. Must also be available outside these hours for department or City activities or meetings that require the attendance of the Housing Coordinator. Very limited overtime.