

DISTRICT XI HUMAN RESOURCE COUNCIL POSITION ANNOUNCEMENT

Position: Lease Up Specialist

Schedule: Up to 40 hours/week; Monday-Friday (between 8:30 a.m. – 5:00 p.m.)

Compensation: \$20.83/hr. plus an excellent benefit package that includes health, vision, dental, retirement, paid holidays, paid time off, etc.

Opening Date: February 23, 2024

Closing Date: Position is open until filled.

Job Summary:

The position works in the HRC Housing Programs and accurately determines program eligibility, tracks tenant lists, updates data bases and forms, answers general program calls, follows the rules and regulations of the programs, performs required record keeping and clerical functions as needed.

Minimum Qualifications:

The knowledge, skills and abilities required to perform this position are usually acquired through a combination of education and experience equivalent to graduation from high school and two years of human services or related programs with two years administrative experience. Other combinations of education and experience that could provide these knowledge, skills and abilities will be evaluated on an individual basis.

Required minimum qualification levels, duties, and responsibilities of this position as well as the necessary knowledge, skills and abilities are detailed in the job description included in the application packet.

APPLICATION PROCESS

1. Apply online by going to the HRC website at www.humanresourcecouncil.org under Employment Opportunities.
2. Request an application packet to be mailed or emailed to you by contacting Lina at lina@hrcxi.org.
3. Pick up an application from our main office at 1801 S. Higgins Ave, Missoula, MT 59801.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.

DISTRICT XI HUMAN RESOURCE COUNCIL, INC.

Department: Housing Services Eligibility/Support	Job Description	
Job Description Title: Lease Up Specialist	FLSA Status: <i>Non-Exempt</i>	Pay Grade: 6
Accountable To: Housing Assistance Stability Coordinator.	Position Status: <i>Full Time</i>	
Prepared By: Kate Jerrim Ybarra and Ruth Burke	Revision Date: October, 2023	

Job Summary:

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Supervision Received:

Lease Up Specialist works in the program on a daily basis. Problems other than routine are referred to the Supervisor. Considerable guidance is received from the various rules and regulations governing programs providing housing assistance.

Expectations:

1. Report to work on time each scheduled day.
2. Be courteous and treat company employees, customers and the public with respect.
3. Clearly communicate questions and/or concerns to your supervisor when they arise.
4. Maintain appropriate communications with supervisors and co-workers.
5. Perform other duties as assigned, which require similar knowledge, skills and abilities.

Essential Duties and Responsibilities

Service Delivery:

1. Verify participant status by completing applications, verifying household income, and determine eligibility. Recertify eligible tenants including interim re-certifications and special re-examinations.
2. Coordinate the process for annual and interim re-certifications for voucher holders.
3. Coordinate inspection scheduling.
4. Conduct tenant briefings and answer landlord questions.
5. Maintain familiarity with lead based paint rules.
6. Responsible for following and interpreting the HUD guidelines, and the housing standards of the Department of Commerce. Familiar with the Montana Residential Landlord and Tenant Laws.
7. Works with landlords, their associations, community organizations, and the community at large to explain and implement the program.
8. Works continually with Clerical and Administrative Support Team.
9. Follows program requirements to unified standards throughout the District as set by program managers and administration.
10. Attends any required training to keep current on the regulations of the program or other training as deemed necessary by the supervisor.

11. Work with landlords/property management companies, their associations, community groups, other organizations, and the community at large to explain and implement the HRC housing programs.
12. Receives phone calls and answers general questions for the program.
13. Performs related duties as assigned.

Record Keeping:

1. Complete program eligibility and required documents with participants.
2. Ensure that all required documents are placed in a hard copy and/or electronic file.
3. Monitor the program and document by completing the required reports.
4. Reconcile monthly fee for service payments for housing choice vouchers monthly.
5. Update forms and answer correspondence as needed to include some composing of routine letters as assigned. Make orientation packets if needed.
6. Enter and track participant data in the internal database accurately and within set timeframe.
7. Review requests for lease approvals and utility schedules and perform rent reasonable comparisons on lease up and rent increase requests.
8. Process annual and interim re-certifications in the office as assigned and make determination as to whether there will be any rent subsidy adjustments.
9. Enter any required data into data bases such as HAPPY, CDS & Client Collections. Scans files and uploads to State.
10. Route mail, handle required mailings, including notifications to clients, and schedule appointments as needed.
11. Maintain a ticker file of upcoming changes to households that will need to be addressed in the future.
12. Performs related duties as assigned.

Minimum Qualifications (Knowledge/Skills/Experience/Licenses/Certifications):

- Must be able to maintain regular attendance and work scheduled hours.
- The knowledge and abilities are usually acquired through a combination of education and experience equivalent to graduation from high school and two years of experience in human services or related programs with two years administrative experience. Other combinations of education and experience which could provide these knowledge, skills, and abilities will be evaluated on an individual basis.
- Knowledge of the basics of program administration to include program organization, evaluation, interpreting rules and regulations, and record keeping.
- Knowledge of the rental market and values in the area.
- Ability to interpret complex rules and regulations.
- Ability to set priorities, keep accurate records, and submit reports in a timely manner.
- Ability to work in a fast-paced time sensitive environment while remaining organized and exercising sound judgment.
- Ability to communicate effectively orally and in writing.
- Ability to analyze facts and circumstances and arrive at sound conclusions and decisions.
- Ability to have empathy for the participants served, work well with participants, landlords, staff, other agencies and the public at large.
- Ability to interact with individuals and households with diverse cultural backgrounds.

Technology Used:

10 key calculator, computer, copier, multi-line phone and fax. Familiarity with Word and Excel software.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office setting.

Work is performed in an office setting, out of office meetings are required. Hand-eye coordination is necessary to operate computers, various pieces of office equipment. **Occasionally some lifting under five pounds.**

License Certification Requirements:

Valid Montana State Driver's License, or ability to obtain one and insurable on company policy, have reliable transportation and use of personal vehicle, pass background check.

Required Employee Clothing:

Professional attire appropriate to an office setting.

Supervisor Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.

Employee Acknowledgement and Signature

Date

Printed Name