

Job Description

Job Title: Tenant Selection Coordinator
JD# HO8
Department: HOUSING OPERATIONS
Reports To: Tenant Selection Supervisor
FLSA Status: Non-Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for implementing the Authority's Public Housing (PH) and Section 8 Housing Choice Voucher (HCV) Program's leasing and occupancy policies and procedures in accordance with HUD, federal, local, and other applicable laws, rules, policies, and procedures. Performs a variety of tasks related to the admission and occupancy of Public low-income units.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Schedules and conducts interviews for program participants and coordinates applicant schedules for screen and/or briefing sessions.
2. Manages the selection of applicants from the waiting list according to Authority's Admissions and Continued Occupancy Plan.
3. Conducts one-on-one applicant interview sessions for the Section 8 HCV or Public Housing Program. Addresses applicant concerns regarding programs, application processing, waiting list placement, and explains decisions if application is denied.
4. Reviews applications and documentation for completeness, logs applications, and accurately inputs data into computer.
5. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.

6. Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.
7. Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.
8. Facilitates group screen sessions, screens perspective applicants for eligibility and sustainability.
9. Performs lease executions within the required three (3) day turnarounds.
10. Answers telephone and provides information as requested regarding Authority operations and waiting list inquires.
11. Completes program reporting and file maintenance.

SUPERVISORY RESPONSIBILITIES

The employee receives assignments and instructions from the Tenant Selection Supervisor and/or Assistant Director of Asset Management. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment and/or project. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed on an intermittent basis for accuracy, completion, and compliance with policies and procedures. The employee has no supervisory duties.

QUALIFICATIONS AND COMPETENCIES

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and

external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

1. Knowledge of the guidelines, rules regulations governing the Public Housing and Section 8 HCVP programs of the Authority and understand the Administrative Plan.
2. Knowledge of eligibility regulations and of rent calculations and payment schedules.
3. Thorough knowledge of interviewing techniques and record maintenance.
4. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
5. Ability to meet and deal tactfully and courteously with the public.
6. Ability to read and comprehend simple instructions, short correspondence, and memos.
7. Ability to write simple correspondences.
8. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
9. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
10. Ability to compute rate, ratio, percent and to draw and interpret bar graphs.

11. Ability to apply common sense understanding to carry out instructions furnished in written, verbal, or diagram form.
12. Ability to deal with problems involving several concrete variables in standardized situations.
13. Ability to deal effectively with sensitive and confidential information.
14. Must maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

Associate's degree in Business, Social Work, Human Services, Public Administration, or a closely related field from an accredited college or university and one (1) year of experience in property management or low income housing, community services, social services, or an equivalent combination of education and experience sufficient to fulfill essential position functions.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Rent Calculation
- Enterprise Income Verification System (EIV)
- Occupancy Standards

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. Office environment. The noise level in the work environment is moderate.

CONTACTS

The employee's contacts are primarily with other employees, PH Tenants, owners/landlords, and HCVP participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or direct others; and justify, defend, negotiate, or resolve matters and issues concerning PH & HCVP occupancy issues. At times, persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE