

**HOUSING AUTHORITY OF THE CITY OF HARTFORD
JOB DESCRIPTION**

TITLE: Occupancy Specialist

DEPARTMENT: Occupancy Department (LIPH)

SUPERVISOR: Occupancy Specialist Supervisor

POSITION DEFINITION: Works directly with applicants for public housing by interviewing, verifying eligibility, and certifying applicants and/or residents for available housing as expeditiously as possible. Works directly with applicants to facilitate placement into public housing. Also works with residents in the LIPH program. Responsible for the recertifications of all residents.

ESSENTIAL DUTIES:

- Plans and organizes work according to Authority's policies and procedures, including but not limited to HUD guidelines.
- Performs timely Annual Recertification of tenants, as directed onsite or offsite.
- Responds to telephone inquiries regarding public housing and provides information as necessary.
- Employs independent judgment and initiative to set priorities within work assignments.
- Ensures accuracy of information submitted by applicants.
- Interviews pre-screened applicants for housing.
- Reviews applications from waiting list for housing; interviews applicants, calculates and verifies all sources of applicant's income; determines eligibility.
- Calculates and explains to applicant the projected rent, utility allowances, and payment requirements, as applicable, in assigned program.
- Provides information to the applicant concerning the rules, regulations, policies and procedures of the program and the Authority.
- Arranges for home visits of applicants prior to placement into available housing units.
- Prepares and processes paperwork relating to lease agreements and placements.
- Maintain complete and up-to-date files for all residents.
- Prepares regular statistical reports for Supervisor.
- Reports work accomplished to Supervisor.
- Assists applicants and tenants by completing a referral to community and city social service and health agencies as needed.
- Coordinates placement of applicants with Authority housing managers.
- Assist Occupancy Specialist Supervisor with development of an in-depth Lease Orientation packet for incoming residents.
- Provides orientation, including written materials, to applicants and residents during initial housing and at annual certifications for continued occupancy.
- Coordinates verification of Homeownership program candidates including but not limited

to home visits and background checks.

- May submit, on a monthly basis via the internet 50058s to the HUD’s PIC website as required. Corrects files for re-submission to HUD, as required.
- PIC submissions must meet 95% rating as required by HUD.
- Performs other duties as required.

QUALIFICATION REQUIREMENTS:

- Associates Degree in Business, Social Work, Counseling, Psychology or some closely related field preferred.
- Minimum of four (4) years work experience is required, with exposure to public agencies preferred, as an interviewer, involving public contact in the social services. Community group work experience desirable.
- General knowledge of the function and organization of a Housing Authority and its various departments.
- Strong customer service skills required.
- Must be able to work with diverse groups of people in routine and stressful situations
- Must be able to establish and maintain effective working relationships with applicants, clients, external agencies, staff and the public.
- Demonstrated ability to make clear oral presentations, and proven excellence in written communications
- Knowledge of public housing applications desirable.
- Proven computer literacy, proficiency in MS Office products including internet and e-mail systems are required. Strong organizational skills required.
- Must be able to work independently and work as a team member.
- Demonstrated knowledge of social and general assistance agencies, institutions and services available.
- Experienced interviewer
- Bilingualism in Spanish and English, preferred but not mandatory

CERTIFICATE/LICENSE: Connecticut Motor Vehicle Operator’s License. Certification as Occupancy Specialist required within six months of date of appointment.

PHYSICAL DEMANDS:

SEDDENTARY (requires lifting 10 lbs., carrying small objects) X
 LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs.)
 MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs.)
 HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs.)
 VERY HEAVY (requires lifting over 100 lbs., such as moving furniture)

CODES: C = Continuously, F = Frequently, O = Occasionally, and R = Rarely

A. Standing	<u> O </u>	H. Reaching	<u> O </u>	O. Crawling	<u> R </u>
B. Sitting	<u> C </u>	I. Handling	<u> C </u>	P. Bending	<u> F </u>
C. Walking	<u> O </u>	J. Fine Dexterity	<u> C </u>	Q. Twisting	<u> F </u>
D. Lifting	<u> R </u>	K. Kneeling	<u> O </u>	R. Climbing	<u> R </u>

E. Carrying	<u> R </u>	L. Crouching	<u> O </u>	S. Balancing	<u> R </u>
F. Pushing/Pulling	<u> R </u>	M. Foot Controls	<u> O </u>	T. Vision	<u> C </u>
G. Hearing	<u> C </u>	N. Talking	<u> C </u>	U. Other	<u> </u>

"The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified."

Approved by _____ Date _____
Supervisor

Approved by _____ Date _____
Department Head

Approved by _____ Date _____
Director of Human Resources

Acknowledgment: This is to acknowledge that I have read and understand and accept this job description as a condition of my employment at the Hartford Housing Authority.

Employee Date _____

Union: Local # 1161