



Position Description

Position Title:	Property Specialist	Department:	Property Management
Reports to:	Community Manager	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to provide support to a Community Manager by performing a variety of tasks pertaining to the day-to-day business of Columbia Housing-operated properties. The incumbent receives applications, verifies information, determines initial eligibility and continued eligibility, notifies applicants of the decision rendered, and assists with providing additional services to public housing residents.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Greets housing residents, applicants and the public with professional courtesy, tact, and respect.
- Provides customer service to residents, answers incoming calls from the general public, responds to inquiries regarding program information, and explains eligibility requirements to applicants.
- Assists Community Manager by researching and obtaining necessary documentation or data when requested; completes special projects related to housing management activities as needed.
- Performs coordination of pre- and full- eligibility applications including, but not limited to, conducting criminal background and credit reviews, and verifying income; determines applicant eligibility in accordance with the Public Housing Admissions and Continued Occupancy Policy (ACOP) and regulatory requirements.
- Reviews applications and verification forms for completeness and inputs data into the tenant database IT system.
- Prepares and sends written requests for income verification and verifies income from third party via mail and fax or telephone.
- Notifies applicants in writing of eligibility determination in accordance with HUD regulations, IRS and PHA policy.
- Prepares tenant files and makes any other arrangements, as required, prior to tenant occupancy.
- Conducts the re-certification process and maintains files and correspondence associated with re-certification process for public housing residents.
- Schedules appointments for interviews and computes new rents; assists in interviewing prospective applicants for low-rent and assisted housing.
- Shows vacant units to applicants and provides applicants with information about the apartment, community, amenities and other information.
- Generates, reviews and sends a variety of reports; drafts correspondence, as needed; proofreads documents to ensure consistency in formatting and proper grammatical usage; maintains all files for assigned site.
- Prepares letters, office forms, records, correspondences, and memos.
- Performs all move-in, move-out, annual, and follow-up inspections and handles minor complaints.



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- Coordinates with tenants to schedule exterminations, remodeling, and other activities initiated by management that affect the physical condition of the housing unit.
- Informs tenants of specific problems observed and provides instruction for corrective action.
- Compiles and maintains records of initial findings, action taken and progress reports.
- May participate in quarterly extermination inspections.
- Assists with administrative duties as required.
- Performs other related work duties as assigned.

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 CH. 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

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of CH's standard operating procedures for property management.
- Knowledge of the needs and attitudes of the physically, socially and economically disadvantaged, including the elderly population.



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- Ability to acquire the knowledge of HUD and Housing CH housekeeping standards and housekeeping inspection procedures
- Ability to maintain moderately complex records and to prepare clear and concise reports.
- Proficient basic mathematical and statistical skills and ability to understand and interpret data, charts, and graphs.
- Ability to prioritize tasks and work in a fast-paced environment.
- Ability to maintain tact and professionalism in difficult situations.
- Ability to understand, respond, follow and provide instructions in oral form.
- Ability to establish and maintain effective working relationships with employees, officials, suppliers and the general public.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and a minimum of three (3) years of experience providing administrative support to property management or a similar field such as a social service organization. Bachelor's Degree preferred. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

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.



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Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]