

Occupancy Specialist

Current employee: -----

Reports to: Deputy Director

Effective date: 03/01/2022

Location: Jamestown

Salary: \$36,000 - \$40,000

Benefits: Fully paid health insurance, NDPERS retirement, flexible scheduling

Primary purpose:

Conduct and schedule inspections in accordance to NSPIRE protocol. Position provides advanced level of office support, customer service, records management, ensures accurate and timely reviews of participants; determines income eligibility and housing assistance; and informs clients of program standards, codes, and regulations.

Essential Functions:

- Provides office support via report development, EIV, packet preparation, letter generation, message retrieval, document processing, and appointment scheduling.
- Provides customer service and requires knowledge of Section 8. GPHA requires a high level of customer service skills and communication to ensure proper information flow.
- Maintains client confidentiality and safeguards client information.
- Continuing education regarding software, HUD regulations, government programs, and technology. Assists in processing housing assistance applicants, determines eligibility, enters data into system, and generates correspondence with applicants.
- Inspect units at the time of initial lease-up, annual reviews, moves, and other grant applications using the inspection guidelines. Schedule inspections in a timely manner necessitated by HUD regulations and prepare appointment notification. Certify unit is compliant with inspection standards; fail unit, inform landlord of issues and advise re-inspection schedule and consequences.
- Conducts client interviews for initial, interim, and annual examinations to determine eligibility, verify information, inspect units, enter information in software, and inform parties of the results.
- Investigate clients of possible fraud in the areas of household composition and income, solicit proper verification, determine HAP overpayment, conduct case conference with client, and prepare repayment agreements.
- Process interim income changes and post adjustments to software.
- Carries out Section 8 Housing Assistance Program rules and regulations; interprets HUD rules; assess information from various HUD handbooks.
- Completes other duties assigned by the Deputy Director, Executive Director or Board of Commissioners.
- Travel is required. Position may assist in rural coverage.

Education:

Position requires a bachelor's degree in a job-related field or equivalent related experience, valid North Dakota driver's license, current vehicle insurance, and willing to travel within the region.

Skills:

Position requires PC computer skills, Windows, Microsoft Office software, browser software, accounting, faxing, organization, iPad experience and customer service. Employee must be comfortable entering residences and conducting inspections.

Preferred experience:

Person has previous housing authority experience and experience dealing with the public, and government policies and procedures. Employer prefers two years or more related office support experience