



## Baranof Island Housing Authority

245 Katlian Street, Sitka, Alaska 99835  
(907) 747-5088

**POSITION TITLE:** Housing Program Specialist  
**STATUS:** Full-time Permanent, Non-Exempt, Hourly  
**AUTHORITY:** Supervised by the Housing Director

### **POSITION SUMMARY:**

Responsible for administering BIHA Housing Programs in accordance with BIHA, HUD, Federal, State, Local and Alaska Landlord tenant laws, procedures, policies and regulations. Performs diverse client and case management duties.

### **POSITION DUTIES AND RESPONSIBILITIES:**

- Learn, remain current on and apply program regulations including BIHA policies, Alaska Landlord/Tenant Laws, and Federal/State/Local laws.
- Assist Admissions & Occupancy Specialist in maintaining the housing wait list.
- Review program applications for full assessment of eligibility, verifying information provided and gathering additional information as needed.
- Show vacant units to eligible tenants.
- Conduct tenant briefings to explain program requirements procedures, policies, laws, and regulations, etc.
- Prepare and execute rental lease agreements and supporting documents.
- Accurately process updates to tenant accounts including rent adjustments, repayment agreements, infractions for program violations, and termination notices for occupancy.
- Maintain tenant physical and computer data base files regarding required information/verification. Review files for program compliance to ensure all documentation, information and signatures are current, consistent, complete, and accurate.
- Produce accurate and relevant programmatic reports for staff when needed.
- Assist with unit inspections in accordance with regulations. Generate inspection forms and reports with completeness, accuracy, and excellent judgement. Document and complete follow up inspections with tenants who had deficient items noted.
- Effectively mediate applicant and tenant concerns, complaints, and disputes, using non-bias, constructive and professional skills for reasonable and positive resolutions. Accurately and efficiently document concerns, complaints, disputes, follow-up actions and final resolutions with immediate consultation and direction of the Housing Director in a timely manner. Investigate complaints of program abuse and fraud in the same manner.
- Provide information to applicants, clients and general public regarding local social service agencies and available community resources that may be of assistance.
- Maintain a positive, productive, supportive and non-bias work environment.

- Make responsible decisions by utilizing knowledge of BIHA's total agency operations.
- Establish and maintain effective and cooperative working relationships with staff, applicants, tenants, general public, landlord/owners, representatives of HUD, and governmental officials.
- Maintain clientele, staff and agency confidentiality.
- May serve as Acting Housing Director, when needed.
- Other duties as assigned.

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES:

- Two (2) year college degree in Human and/or Social Services, Business Administration or similar plus two (2) years of experience in related field.
- Knowledge of professional business office practices and procedures.
- Possess and maintain proficient and professional communication (oral & written) and team approach skills and knowledge to efficiently and accurately work with co-workers and ability to cross train department staff for position training.
- Ability to read, write and perform/understand basic mathematical calculations.
- Keyboarding skills, ability to efficiently and accurately operate a computer and computer software programs (MS Word & Excel) and other general office equipment.
- Must possess efficient multi-tasking skills.
- Ability to work effectively, accurately with frequent interruptions and meet short-term deadlines under pressure.
- Ability to work with little supervision, be self-directed.
- Ability to organize and establish priorities for work with courteousness, compassion and tactful manner.

WORKING CONDITIONS:

- Majority of duties are performed in an office environment while sitting or standing at a desk. In some cases, duties will require performing minor physical activity such as archiving or retrieving files, or distributing tenant notices which would take place in an outdoor environment.

OTHER REQUIREMENTS:

- Possess and maintain a valid Alaska Driver's License and an acceptable driving record.
- Ability to pass a criminal background check.
- Completion of relevant training courses/certifications as determined by the Housing Director.
- Become proficient in the use of BIHA's Housing Management software.

PAY GRADE LEVEL: Grade 6-7

NOTE:

This job description has been designed to indicate the general nature and level of work performed by the employee(s) within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. Baranof Island Housing Authority (BIHA) reserves the right to revise this job description at any time.

Employment with BIHA is at-will. This means that BIHA may terminate the employment relationship at any time, with or without cause and with or without notice, so long as the termination does not violate federal or state law. No statement to the contrary, whether written or oral, is binding upon BIHA, except when authorized in writing by the Board of Commissioners and the Executive Director.