



# Baranof Island Housing Authority

245 Katlian Street, Sitka, Alaska 99835

(907) 747-5088

POSITION TITLE: Admissions & Occupancy Supervisor

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. Supervises up to 2 Housing Department employees to ensure current program descriptions, eligibility criteria, income limits, and documentation requirements are being followed.

## POSITION DUTIES AND RESPONSIBILITIES:

- Understands and follows BIHA Housing Department Procedures & Processes as provided in Procedure Manual and desk top manual
- Maintains a positive, compassionate and professional manner with colleagues, tenants, applicants, vendors, service providers, and members of the community
- Provides attentive, timely, non-judgmental, and compassionate service
- Maintains security and confidentiality of all tenant and applicant information
- Assists in the creation and maintenance of tenant and applicant files
- Prepares summary of housing applications to be presented to a screening committee on a periodic basis
- Shows vacant units to applicants and tenants and conducts tenant briefings to explain program requirements, procedures, policies, and laws
- Manages the move-in process, including preparation and execution of rental agreements and supporting documentation
- Acts in lead role for annual home inspections including schedule coordination with the Maintenance Department, communication of necessary information to current tenants, participation in residential inspections, and follow-up of findings
- Assists with annual recertification process as needed
- Oversees interim recertifications and special inspections for tenants as needed
- Maintains waitlists for housing programs, including monthly updates to application information and communication with housing applicants regarding waitlist status
- Performs final review of work created by subordinates and ensures accuracy of tenant rent calculations
- Utilizes various computer software programs to process tenant payments, document maintenance requests and other tenant communication, and produce standardized tenant letters
- Reviews complaints received and takes appropriate action as necessary

- Prepares reports for the Housing Director as requested that may include, but is not limited to: Housing Inquiries, Applications Received, Waitlist Households, Annual Inspections/Recertifications, Infraction Notices, Housing Risk Assessments and Progress Plans, Accounts Receivable balances, Collections, etc.
- Prepares notes for and participates in Housing Risk Assessment Meetings, working with tenants to develop and monitor progress of a housing risk management plan
- Performs case management duties for deferred applicants
- Works with on-site ROSS Coordinator to connect tenants to service providers as needed and communicates with community agencies regarding tenant assistance
- Assists with Self-Monitoring Activities consistent with HUD regulations
- Other duties as assigned

**MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES:**

- High School diploma or equivalent
- Four (4) years of customer service experience with an additional two (2) years of experience in a supervisory role (experience administering government programs preferred)
- Ability to read, follow, and explain complex policies and procedures
- Ability to plan, schedule, and monitor complex programs and/or projects
- Ability to maintain positive interpersonal relationships, provide quality customer service and, at times, work with difficult people in a positive manner
- Possess strong verbal and written communication skills
- Ability to understand and perform basic mathematical/accounting calculations
- Experience with word processing, spreadsheets, e-mail and electronic calendar software
- Ability to maintain satisfactory work performance and attendance
- Ability to work under pressure, meet deadlines, work with little supervision and be self-directed.

**WORKING CONDITIONS:**

Most duties are performed in an office environment while sitting or standing at a desk. Some duties are performed in an outdoor environment (tenant communication distribution) or in tenant homes (residential inspections). While performing the duties of this job, the employee is regularly required to talk/hear, sit/stand for extended periods, kneel/crouch or reach/pull at times, lift up to 30 lbs. The employee may be sharing an office with one other colleague.

**OTHER REQUIREMENTS:**

- Possess and maintain a valid 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. Additionally, 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.