



Occupancy Specialist

Acts as the Company's representative by conveying the rental accommodations and expectations of the community. Interacts directly with prospective and current residents to achieve maximum occupancy. Responsible for the leasing process from introduction to occupancy of the resident in accordance with the guidelines of Rural Development, HUD, Low Income Housing Tax Credit, and other programs owned or managed by Realty Resources.

OCCUPANCY STANDARDS

- Greets applicants and provides instruction and guidance to perspective residents during application process.
- Interviews and processes eligible households for rental assistance and affordable housing programs. Processes the applications and information received from these families and determines their eligibility for the program.
- Verifies income, assets, medical or unusual expenses and assisted dwelling information. Calculate rent, utility allowance and security deposit calculations. Enter data into software to produce appropriate paperwork.
- Prepares necessary lease packages and supplemental documents for new move-ins and secures signatures to finalize agreements between residents and properties.
- Coordinates leasing to include intakes, interviews, preparation and processing of applications and their distribution.
- Keep well informed of current housing authority payment standards.
- Complete housing tenancy packets from housing authorities.
- Process tenant-based voucher rent changes.
- Process applicant waiting list mailings and correspondence, applicant move-ins, etc.
- Maintains applicant contact by phone, mail and in person. Assures that applicants are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents.
- Assists applicants to complete and sign all papers related to move in's, interims, and annual recertifications, explaining in terms they understand to ensure compliance with program rules. Completes all work according to established policies and procedures.
- Fosters a positive, active, and collaborative relationship with residents, communities, and associated agencies.
- Preserves and respects applicant and resident confidentiality.
- Works patiently, professionally and cooperatively with residents and staff to provide high quality customer service.
- Professional conduct and appearance at all times.
- Special projects as assigned by Director of Occupancy.
- Completes training programs as required by company, federal and state guidelines (ongoing).
- Other duties as assigned.



247 Commercial St., Suite A, Rockport, ME 04856 • (207) 236-6119 • Fax: (207) 236-4923

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QUALIFICATIONS

Knowledge: Correct English usage, grammar, spelling, punctuation, and arithmetic. Basic math proficiency required.

Proficient in Microsoft Office. Knowledge of subsidy regulations and ability to learn and follow regulations, policies and procedures of Realty Resources. Familiarity with filing systems and standard business machines (such as copiers, calculators, typewriter, computer equipment, telephone systems, etc.).

Skill: Ability to work with diverse ethnic and low-income families in a professional manner. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, and ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy. Highly motivated and able to work independently. Ability to maintain confidentiality of applicants and residents Ability to handle emergency situations and pressure due to complexity and time sensitivity. Excellent organization and proofreading skills. Attention to detail, strong interpersonal skills, and ability to be an active team member.

Education/Experience: Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. High School diploma. College Degree preferred.

PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time
- Ability to lift 0-40lbs
- Ability bend, kneel, reach, squat, and climb

REPORTS TO: Director of Occupancy



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