

## **POSITION DESCRIPTION**

### **Occupancy Admin Support Specialist**

**DATE:** March 1, 2023

**Review Date:** February 28, 2023

**REPORTS TO:** Occupancy Manager

**Starting Pay Range:** 13.80-16.00

**PURPOSE:** To provide responsible duties and assistance in all phases of front desk operations of Housing Authority to ensure efficient operation. A high degree of independent judgment and confidentiality is required. Provide admin support to occupancy staff.

#### **ESSENTIAL TASKS OF THE POSITION:**

- 1) Operates customer service desk to include:
  - a) Receive Account Receivable Payments and post the rental receipts.
  - b) Receive and document work orders for repairs to Housing Authority property and property under management
  - c) Receives and loads all applications for housing assistance within the Housing Authority areas of operation and units owned/managed by the Authority.
  - d) To prepare and maintain varied lists relative to the job.
  - e) Get files, forms and other items for clients
  - f) Call and/or send letters to clients
- 2) Other Duties as assigned by the by Supervisor or the Executive Director.
- 3) Perform work for the HCV program such as inspections, briefings and letters.
- 4) To have thorough knowledge of other welfare agencies in the area and maintain an effective working relationship with them.
- 5) Have the ability to operate a variety of office equipment including computer, calculator, printers and photocopier.
- 6) Understand and stay informed of the Authority's policies and HUD guidelines.

#### **OTHER POSITION TASKS:**

1. Attend meetings, workshops and seminars as may be required.
2. Perform other duties as assigned or required within the position classification.

#### **ENVIRONMENTAL PARAMETERS:**

1. Ability to work in an office environment.

#### **PHYSICAL DEMANDS:**

1. Everyday working involves a combination of sitting, standing, walking, bending, kneeling, reaching, climbing, lifting, etc.

**WORKING SCHEDULE:**

Ability to work 30 hours per week with a possible increase to 40.

**EQUIPMENT USED:**

Competency in operating computers, printers, general office equipment, and phones is required.

**APTITUDE REQUIREMENTS:**

Analytical:

1. Ability to apply principles of logical thinking and to define problems.
2. Ability to collect data, establish facts and draw valid conclusions.
3. Ability to interpret a variety of instructions furnished in written, verbal, and diagrammatic or schedule form.

**COMMUNICATION:**

1. Ability to draft work related documents.
2. Ability to answer inquiries from staff, residents and the public.
3. Ability to converse with disgruntled residents and the general public.

**MATHEMATICAL:**

1. Ability to deal with system of real numbers.
2. Ability to compile, compute and present basic mathematical information.

**ADMINISTRATIVE DETAIL:**

1. Ability to complete forms; record and locate data accurately.
2. Ability to make decisions and use discretion and judgment.

**MOTOR COORDINATION:**

Ability to accurately reach, feel or handle equipment used in the daily routine of the above.

**FINGER DEXTERITY:**

Ability to pick, pinch or otherwise work with fingers to operate all of the above said equipment.

**MANUAL DEXTERITY:**

1. Ability to seize, hold, grasp, turn or otherwise work with hands and arms to operate all of the above said equipment.

2. Ability to walk up and down stairs, stoop, kneel, and walk on rough ground with legs or reach with arms to perform inspections of apartments.
3. Ability to move the head upward, downward and from side to side.

**VISUAL:**

Near Vision: (with or without correction)

Clarity of vision at 20 inches or less.

Mid-range vision: (with or without correction)

Clarity of vision at distance of more than 20 inches and less than 20 feet.

Far away vision: (with or without correction)

Clarity of vision at a distance of more than 20 feet and less than 50 feet.

**POSITION REQUIREMENTS AND QUALIFICATIONS:**

1. Attitude: Must be able to work well with others; accept constructive criticism and work with minimum supervision. Must also show desire to adequately perform assigned tasks.
2. Temperament: Must be willing and able to function with change. Must be able to accept frequent interruptions and changes in job assignments.
3. Education level:  
High School diploma desired.