



**Public Housing Specialist I**  
**Job Description**  
Updated September 2022

**Classification:** Non-Exempt

**Grade:** 19

**Wage Range:** \$21/hr. (\$44,000/yr.) - \$25/hr. (\$52,000/yr.) plus organizational and individual pay awards (base pay increases and bonuses) and promotion opportunities.

The HHA offers a Public Housing Specialist career ladder providing high performing individuals promotion opportunities to earn up to \$34.43/hr. or \$71,621 per year.

**Benefits:** HHA offers great benefits including participation in the Montana Public Employees Retirement System (a constitutionally guaranteed retirement benefit where the HHA currently contributes 8.97% of your wage toward your retirement) and Deferred Compensation plans, Health, Vision and Dental Insurance with contributions to a health savings plan: Short-Term Disability, Life, and Accidental Death & Dismemberment with optional coverages; and a generous paid leave program including **11 holidays, 12 days of sick leave, and 15 days of vacation leave per year increasing with years of service up to 24 days per year.**

**Supervisor:** Housing Operations Manager

*Prior to the interview, the Helena Housing Authority (HHA) would like to ensure you can perform the essential functions of the job (and associated physical demands) listed in this description with or without a reasonable accommodation. Please notify HHA immediately if you determine you are unable to perform the essential functions of the job (with or without a reasonable accommodation).*

**OVERVIEW:**

The Public Housing Specialist functions as a member of the Helena Housing Authority team that provides access to and management of public housing for qualified individuals and families and provides communication between clients and the HHA. Duties include managing the relationship between public housing tenants and the HHA through the administration of policy and procedure regarding payment of rent, upkeep of property, ongoing eligibility, tenant relations, and access to services and maintenance of records and reports.

## **ESSENTIAL DUTIES AND FUNCTIONS:**

### **A. Establish and maintain an effective landlord/renter relationship with HHA clients to ensure compliance with lease agreements and housing regulations and safe and comfortable living arrangements.**

1. Monitor payment of deposit and rent. Meet with tenants to resolve overdue issues; prepare and send overdue notices, initiate eviction process for nonpayment. Post payment to the accounting and management information system (YARDI).
2. Complete annual and interim reviews of tenants (income, family changes) to ensure ongoing eligibility for public housing and to determine correct rent. This includes third party verification of tenant information e.g., contact employers, banks, other public assistance agencies to ensure accuracy and completeness of information.
3. Conduct or arrange with Inspector annual and special inspections of residences to ensure proper care and upkeep by tenants.
4. Initiate work orders for repairs and /or replacement of damaged residence features and appliances. Finish recordkeeping details of work orders upon completion by maintenance staff, this includes billing and collecting payment from clients for repairs that they are accountable for.
5. Meet with tenants to obtain compliance and resolve complaints. Explain rules and lease requirements and the consequences of noncompliance. This can also include mediating issues between tenants and referring complaints and issues to the police.
6. Respond to tenant requests to change living arrangement to accommodate changes such as disability, change in family size, etc. This can include arranging for a move or installation of features or appliances

### **B. Recordkeeping and Reporting: Collects and maintains a variety of housing program data and prepares reports for the Board and federal and state partner agencies.**

1. Maintain contents of client files e.g., completed lease agreements correspondence, eligibility info.
2. Enter data into the YARDI e.g., deposit, rent payments, client information, etc.
3. Prepare reports for the Board that includes information on accounts receivables (rent, repairs) vacant units, work orders, etc.
4. Compile information and prepare reports for state and federal agencies; respond to inquiries from external partner agencies.
5. Provide input to the management team in development of operating income/expense budgets and capital budgets that reflect the owner's objectives for operating the property, cash flow requirements and leasing strategy. Further accountability includes administration of budgets, operational review and analysis, and corrective action as needed.

**C. Other duties as assigned: This position performs a variety of other duties in support of ongoing HHA functions. Examples include:**

1. Complete special projects, such as research regulations and formulate procedures to ensure HUD compliance of all programs; implement new regulations and changes in existing regulations
2. Attend meetings and conferences, and participate in ongoing training and educational programs and activities including maintaining knowledge of relevant laws, programs and processes
3. Maintain an awareness of emergency services networks and be available for 24 hour/weekend coverage as required to respond to emergency/immediate client issues.
4. Provide training and support to others and monitor program compliance; and provide advice on non-compliance issues.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Demonstrated Knowledge of:**

Public housing principles and policies; property management; business practices and requirements; interpersonal communication principles and techniques; human behavior; modern office and business procedures, practices and methods; business English, spelling and grammar; arithmetic; and computers and business software applications.

### **Demonstrated Skills and Abilities in:**

- **Managing and effectively operating** a housing authority property or properties.
- **Planning and organizing** the management of housing authority records and reports.
- **Interpreting and administering** rules, regulations, and procedures relating to property management.
- **Operating** a telephone, calculator, copier, personal computer, cell phones, digital camera, etc. Following safety precautions and to reporting potentially hazardous conditions to supervisor and staff.
- **Communications and Teamwork:** Establish and maintain cooperative working relationships with all those contacted in the course of work to include fellow workers, community members, tenants and board members; communicate effectively verbally and in writing to produce clear, concise and accurate correspondence, presentations and reports.
- **Self-development:** Proactively seeks continuing education in new methods, materials, and personnel practices to learn and apply federal and state laws and rules regarding business practices and HHA programs.
- **Efficiency and Effectiveness:** Plan, organize, prioritize, and coordinate work flow; work independently and meet multiple deadlines; attention to detail and accuracy Effectively coordinating various activities related to resident occupancy and property management.
- **Adapting to changes and problem-solving:** Define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables.

- **Operating computers and software:** Microsoft Office Suite, including Word, Access, Excel, Power Point, Internet Explorer, and Outlook; Windows-based applications; and relational databases (e.g., YARDI).

### **Education and Experience:**

- Requires education and experience equivalent to a degree in business or public administration, social services, or a related field and two years related experience including customer service and compliance experience. Experience may substitute for education.
- Possession of, or ability to obtain, a valid Montana Driver's License and a driving record acceptable to insurance carriers.
- Must pass an extensive background check, including criminal, credit and character by submitting fingerprints to the FBI (if necessary), cannot have any violent, drug-related criminal activity.
- HHA will provide numerous training opportunities including public Housing Management (PHM) training on the HUD regulations and requirements needed to manage and improve our public housing program and each of your projects; and Certified Property Manager (CPM), Residential Management Professional (RPM) designation opportunities. Candidates possessing these designations are preferred.

### **WORK ENVIRONMENT**

Normal work hours: This is a non-exempt position, paid an hourly salary. The position will work at the direction of the Executive Director and at times may require work longer than a 40-hour work week with varied hours.

- Must be able to work in typical office environment using office equipment for at least forty (40) hours per week. Must be able to stand at an office machine or worktable for a period of time no less than one hour. Must be able to sit at a desk and computer terminal for a period of time no less than six hours. Must be able to lean, kneel, rise and twist to retrieve files from a standard file cabinet.
- Must be able to work extended or after hours if needed.

### **COMMITMENT TO SERVICE**

Employees of the Helena Housing Authority are expected to achieve the highest standards of personal and professional work performance in commitment to serving HHA's constituents and the Helena community in general. Ability to work in a team, be transparent in written and verbal communication, and show respect and care for people from a wide variety of backgrounds is needed on a daily basis.

### **EMPLOYEE SIGNATURE**

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**DATE** \_\_\_\_\_