

7. Oversees the entire transfer process for reasonable accommodation and Violence Against Woman Act (VAWA) tenants.
8. Coordinates with the HQS Inspector to ensure housing units are inspected prior to occupancy.
9. Use a wide variety of computer-based applications including but not limited to Microsoft Office Suite, Internet Explorer, Outlook, YARDI (proprietary resident management systems), Rent Cafe and other Windows-based applications.
10. Liaison between the Rent Café and YARDI systems.
11. Train the Intake/PSH Specialist to be back up.

B. Other Duties as Assigned 15% of time

This position performs a variety of other duties as assigned and needed in support of ongoing HHA functions. Examples include,

1. Monitor program compliance; provide support to the Housing Program Manager including advising of non-compliance issues with other occupancy staff and programs.
2. Provide back-up and support for other public housing staff and administrative staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Demonstrated Knowledge of:

Public Housing program administration including principles and policies, and records management practices; customer service; compliance; general business and office administration principles; modern office procedures, practices and methods including computers and business software and databases, spreadsheet, Internet, and word processing software; office equipment; business communications; English, spelling, grammar, and math.

Demonstrated Skills and Abilities in:

Communications and Teamwork: Ability to 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; to communicate effectively in writing to produce clear, concise, and accurate correspondence, presentations, and reports. Strong verbal, written, and interpersonal communication skills, strong facilitation skills and strong conflict resolution skills.

Self-development: Continuing education in new methods, materials, and personnel practices. Learn and apply federal and state laws and rules regarding business practices and HHA programs.

Efficiency and Effectiveness: To plan, organize, prioritize, and coordinate workflow; work independently and meet multiple deadlines; attention to detail and accuracy. Ability to set priorities and work independently. It is critical that the incumbent shows the ability

to consistently follow through with actions and meet deadlines as assigned. Being organized and having the ability to execute good time management is critical to the success of this position.

Adaptability to changes and problem-solving skills: To define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables. High ethical standards and values and demonstrated good judgement.

Software Skills: Microsoft Office Suite, including Word, Excel, Explorer, and Outlook; Windows based applications; search engines (Google, Firefox, Edge); databases; web-based systems. Becoming the Rent Café Site Manager

Qualifications:

Any combination of education and experience equivalent to an associate degree with coursework in business, communication and/or office technology, or a related field and two years of experience in social service programs, customer service and/or office management.

Possession of, or ability to obtain, a valid Montana Driver's License and a driving record acceptable to insurance carriers.

Successfully complete the Rent Calculation certification.

Must pass a background check.

WORK ENVIRONMENT

Normal work hours: This is a Non-Exempt position, paid hourly with overtime. The position will work in the direction of the Housing Program Manager and at times may require work longer than a 40-hour work week with varied hours.

Ability to perform light lifting (e.g., of records) several times per day. Must be able to work in a 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 no less than one hour. Must be able to sit at a desk and computer terminal for a period 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 travel to site locations and move through locations to do unit inspections and move-ins.

COMMITMENT TO SERVICE

Employees of 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 daily.

EMPLOYEE SIGNATURE: _____

DATE: _____