

<b>SUFFOLK REDEVELOPMENT AND HOUSING AUTHORITY</b>	<b>JOB DESCRIPTION</b>		
<b>Position Title</b>	Public Housing Specialist		
<b>Reports To</b>	Public Housing Property Manager	<b>Starting Rate</b>	\$14.50 - \$15.99
<b>Department</b>	Housing Operations	<b>Date</b>	August 2, 2024

**General Statement of Duties:**

The Public Housing Specialist performs skilled clerical and administrative work, assisting the Public Housing Property Manager with a variety of office assistance administrative tasks not limited to scheduling appointments, typing, filing, data entry, answering calls, preparing monthly reports, taking meeting minutes, development monthly newsletter, prepare informational brochures, flyers, prepare media releases, assist with monthly inspections, assist with department quality control reviews, and agency event coordination. Coordinate and maintain resident/participant portals. Does related work as required of the PH Property Manager to assist with day-to-day department operations to ensure compliance and excellent customer service. Work is performed under general supervision. Perform other duties as assigned by the PH Property Manager (their designee).

**Essential Job Functions (Illustrative Only)**

1. Receives calls and callers for the department, ascertains the nature of business, and resolves concerns or directs the appropriate authority for disposition.
2. Maintains complex and detailed files and records and maintains database.
3. Collect information to complete the annual reexamination process and interim redeterminations of rent, the verifications needed to evaluate applicant's and resident income accurately, and family composition eligibility by preparing and submitting to appropriate sources (i.e., HUD's EIV system, other upfront income sources, Social Security Administration, Department of Social Services, Virginia Employment Commissioner and Personnel Offices, Veteran's Administration, etc.).
4. Conduct interviews and counsel prospective and current residents on a program explaining fraud, proper unit maintenance, and tenant responsibilities.
5. Designs and prepares newsletters, brochures, flyers, and other advertising and marketing material.
6. Transcribes correspondence, composes routine correspondence, and types complex reports and materials.
7. Answers and responds to inquiries or complaints about departments, operations, policies, and procedures.
8. Maintains department calendar.
9. Schedule appointments as needed for department needs.
10. Undertakes special projects as assigned by supervisor.

- 11 Checks for the accuracy of essential documents and records.
- 12 Assist the Property Manager (their designee) with day-to-day operations to ensure coverage for all public housing communities.
- 13 Maintains a variety of operational, bookkeeping, budget, and program records.
- 14 Conducts interviews to determine eligibility and continued occupancy.
- 15 Coordinates purchasing activities for the department as needed.
- 16 Assist Property Manager with quality control functions, including file, monthly HUD-required reporting, and inspection reviews to ensure program compliance.
- 17 Performs administrative and clerical duties as the Property Manager assigns.
- 18 Operates office equipment, including fax machines, scanners, computers, copiers, calculators, telephones, binding machines, and other equipment needed to perform essential job functions.
- 19 Maintains HUD-required documentation to support HUD programs, including NSPIRE and PHAS certifications.
- 20 Uses PC programs such as Microsoft Office and other software packages. Enters resident data in the software system to update clients' records.
- 21 Maintains inventory control, re-order, and re-stock any supply items.
- 22 Observe all safety rules and regulations.
- 23 Prepare court documents and review tenant account ledgers.
- 24 Conducts lease signing as designated by the Property Manager (their designee) as necessary.
- 25 Maintains tenant files and organization of resident files of public housing communities as the department needs, not ensuring order.
- 26 Performs other duties as assigned by the Property Manager (their designee).

### **Required Knowledge and Abilities**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility but should not be considered on the all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in different functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

1. A high school diploma or equivalent and extensive office assistance experience is required.
2. Public Housing Management, policies, and philosophies of housing choice vouchers and public housing management.
3. Basis knowledge of office procedures.
4. Clerical and administrative aptitude.
5. Good spelling and grammar skills are necessary to assist with the development of letters, flyers, media information, and email distribution.
6. Ability to type 45 words per minute.

7. Ability to make routine arithmetic calculations.
8. Read and interpret computer printouts.
9. Ability to follow oral and written instructions and to exercise sound judgment.
10. Ability to establish and maintain effective working relationships.
11. A valid driver's license is required and maintained eligibility for coverage under the Authority's automobile insurance.

**Physical Requirements:**

1. This is a sedentary work requiring the exertion of up to 10 pounds of force and a negligible amount of force frequently or constantly to move objects.
2. Work requires reaching, fingering, grasping, and respective motions.
3. Vocal communication is required for expressing or exchanging using the spoken word.
4. Hearing is required for perceived information at normal spoken word levels.
5. Visual activity is required for preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
6. The worker is not subject to adverse environmental conditions.

**Special Requirements:**

1. A valid driver's license is required, and eligibility must be maintained for coverage under the Authority's automobile insurance.
2. Must pass a drug screen.
3. Must supply a criminal background record, which must pass the agency's criteria.
4. Must obtain Public Housing Specialist certifications within one (1) year of employment.

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