



HOUSING AUTHORITY

of the City of Beaumont, Texas

JOB DESCRIPTION

JOB TITLE	Admissions & Continued Occupancy Clerk	Date of Last Modification	08/2015
Department	Compliance		
Reports To	Compliance Manager		
Supervises	N/A		
Salary Range			

Work Schedule	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part-Time
Status	<input checked="" type="checkbox"/> Regular Position	<input type="checkbox"/> Temporary Position
Wage and Hour Laws Status	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
Union Status	<input type="checkbox"/> Union	<input checked="" type="checkbox"/> Non-Union

GENERAL SUMMARY: *Summary of major reasons job exists.*

Responsible for assisting in processing applicants for housing in all rent assisted programs operated by the Housing Authority as well as in performing a variety of clerical work related to the admission and continued occupancy of Housing Authority residents.

DUTIES AND RESPONSIBILITIES: *Majority of duties performed. Not meant to be all-inclusive or to prevent other duties from being assigned.*

1. Schedules interviews for prospective applicants for housing.
2. Assists in screening applicants and applications for federal preferences.
3. Requests income verifications for applicants.
4. Confirm third party verifications.
5. Performs criminal backgrounds and HUD required reports for all prospective applicants.
6. Notifies applicants in writing of approximate time of occupancy or denial of application.
7. Prepares unit offers for prospective applicants.
8. Prepares and sends appropriate notices of adjustments to clients in accordance with HUD regulations.
9. Maintains database for residents.
10. Maintain waiting list, select applicants on waiting list and provide names to Property Management to rent vacant units.
11. Establish and maintain database for tenants. Purge files as needed.

12. Take incoming calls from applicants, residents and the general public. Answer inquiries on all housing programs or refer calls to other Authority personnel.
13. Performs clerical duties in support of the Compliance Department.
14. Processes all outgoing mail as needed.
15. Attend staff meetings as required.
16. Performs other duties as assigned.

SKILL SET REQUIREMENTS: *Knowledge, skills, and abilities normally required for competent performance in the job.*

Education/Experience: High school graduate or GED equivalent plus experience in clerical work.

Preferred Skills/Qualifications:

1. Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low-income, HCV program and HCV new construction.
2. Knowledge of Authority policies.
3. Ability to establish and maintain working relationships with other employees, residents, outside organizations and the public, and deal effectively with situations requiring tact and diplomacy, yet firmness.
4. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with applicants, tenants and other employees.
5. Ability to plan and prioritize duties.
6. Ability to communicate clearly and concisely orally and in writing.
7. Excellent organizational and interpersonal skills.
8. Strong computer skills.
9. Bondable.
10. Valid Texas Driver's license.
11. Eligibility for coverage under PHA fleet auto insurance.
12. Ability to communicate bilingually is recommended, but not required.

SUPERVISION GIVEN AND RECEIVED

The employee receives instructions from the Compliance Manager. The employee has no supervisory responsibilities.

COMPLEXITY/SCOPE OF WORK

The employee performs routine duties by established Authority policies and procedures and other guidelines such as HUD regulations. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the Compliance Manager. In addition, the employee must be able to handle complex interpersonal situations involving conflicts with tenants and applicants with skill and professionalism.

The employee's work affects all Authority residents. Accomplishment of tasks by the employee effectively and efficiently enhances the Authority's ability to provide affordable housing that is decent, safe and sanitary

PERSONAL CONTACT

The employee's personal contacts are primarily with residents and other employees. Contacts with residents are particularly important. The purpose of these contacts is to give and obtain information necessary to do the tasks efficiently and safely and document all actions. Conditions under which contact occur can range from normal to stressful in an emergency situation

PHYSICAL DEMANDS

Work is principally sedentary, but may involve some physical exertion such as kneeling, crouching, or lifting, and travel to meetings, conferences or workshops in other cities.

WORK ENVIRONMENT

The employee's work involves the normal risks or discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.