



## **Job Posting - Housing Program Assistant**

Position specifications are intended to present a descriptive list of the range of duties performed by employees in the position. Specifications are not intended to reflect all duties performed within the job.

### **DEFINITION**

This position performs a variety of technical level work related to the provision of tenant based and project based subsidized housing. Housing Program Assistants perform specific assignments in accordance with established policies and procedures. Assignments are initially performed with detailed supervision and training. As the employee becomes more proficient at the tasks, greater independence is reached. Actual responsibilities may vary according to assignments. Housing Program Assistants are responsible for a variety of individual tasks that make up the functions described below.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Executive Administrator.

Receives direct functional guidance from HCV Administrators and/or Leasing and Property Managers.

**ESSENTIAL FUNCTION STATEMENTS** —Essential responsibilities and duties include, but are not limited to, the following:

#### Essential Functions:

1. Perform verifications needed to accurately evaluate applicants' eligibility; prepare and submit verifications to appropriate sources; prepare annual and interim re-certifications for assisted housing programs; collect and prepare documentation for interim rent changes and complete established and required processing procedures.
2. Conduct interviews with prospective and current program participants.
3. Send a variety of notices to clients, answer questions, investigate and take prompt and necessary action to resolve issues and complaints.
4. Perform file maintenance, data entry, report generation and other correspondence; review monthly performance reports.
5. Assist applicants and residents in the RentCafe product. On-line registration, application and recertification issues.
6. Schedule and show available apartments to prospective tenants;
7. Assist in the preparation of lease agreements and review compliance requirements with participants;
8. Assist in the preparation and monitor contracts with owners; assist in solving questions from said owners.
9. Assist in the documentation of violations of tenant contracts, establish contact with tenants late in paying rent or those in non-compliance of program and lease requirements; prepare eviction/termination notices.
10. Assist in the coordination of housing assistance activities and provide documentation and



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referrals to other housing divisions, outside agencies and organizations to assist clients with overall needs.

11. Assist in the staffing of open office hours at specific property locations. Meet with walk-ins and assist in solving questions being asked.

12. Assist in the preparation of forms and reports to federal agencies and Housing Authority Commissioners and complete all required documents; assist with HUD and other agency monitoring visits.

13. Assist in providing information and advising clients on housing procedures and policy.

14. Attend and participate in professional group meetings; stay abreast of housing assistance and other support programs and new trends and innovations in the field of federal housing programs.

15. Answers routine telephone and front counter questions from public regarding housing programs.

16. Interact and serve as liaison with social service agencies.

17. Perform related duties and responsibilities as required and assigned.

## **QUALIFICATIONS (Knowledge, Skills and Abilities)**

### Knowledge:

Operational characteristics, services and activities of Federal subsidized housing programs; Knowledge of contract, lease and rental agreements; Knowledge of Federal housing program regulations; Knowledge of principles and techniques of property management; Knowledge of pertinent Federal, State and local laws, codes and regulations; Knowledge of modern office equipment including computers.

### Skills:

Communicate clearly and concisely, both orally and in writing; Establish and maintain effective working relationships with those contacted, both within and outside of the authority, in the course of work; Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities; Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.

### Abilities:

Learn Federal housing program regulations; Interact with people of all backgrounds; Maintain physical condition appropriate to the performance of assigned duties and responsibilities; Organize and administer different housing assistance programs; Interpret and explain Housing Authority policies and procedures; Prepare clear and concise reports; Operate and use a computer.

## **EXPERIENCE AND TRAINING GUIDELINES**

Any combination of Experience and Training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### Experience:

One to two years of increasingly responsible experience in affordable housing programs or a related field.

### Training:

Equivalent to an Associate degree from an accredited college or university with major coursework in business administration, social work, sociology or a related field.

## **LICENSE OR CERTIFICATE REQUIREMENTS**

Possession of or the ability to obtain within twelve months, Housing Specialist Certification.

Possession of or the ability to obtain within twelve months, Certified Occupancy Specialist Certification.

Possession of a current, appropriate driver's license or the ability to obtain one within ten days.

**COMPENSATION**

Starting wage: \$16.87

**APPLICATION PROCESS**

Qualified applicants are encouraged to submit résumé and cover letter to the following email address: [gfhajobs@thegfha.org](mailto:gfhajobs@thegfha.org). Electronic delivery is strongly encouraged, though copies may also be dropped off at the GFHA Main Office, 1405 1st Ave. N., Grand Forks, ATTN: Human Resources. Qualified candidates will be contacted via phone or e-mail.