

January, 2008

POSITION TITLE: **SITE TECHNICIAN**
DEPARTMENT: **Property and Asset Management**
REPORTS TO: **Director of Property and Asset Management**
 Day-to-Day Direction May Be Provided by Mobile Home Park
 Manager(s)

PURPOSE: In accordance with VSHA policies and procedures and those of any regulatory agency, performs technical and clerical hands-on work related to intake of applicants and continued occupancy of residents at assigned properties. Position involves extensive telephone communication and public contact work. Depending upon assignment, properties are funded by Rural Development, HUD Section 8 Housing and/or Low Income Housing Tax Credits, or are mobile home parks.

ESSENTIAL TASKS OF THE POSITION:

1. Perform all duties related to intake service at assigned properties and/or parks:
 - Maintain and monitor property waiting lists, available subsidies and unit vacancies.
 - Distribute bi-weekly vacancy listings.
 - Provide program information, requirements, application explanations and assistance.
 - Prepare application packages.
 - Interview and screen applicants.
 - Process applications, verifications and references.
 - Determine eligibility/suitability, waiting list placement, tenant rent and subsidy.
 - Issue subsidy and unit placement.
 - Review and process lease-ups.
2. Develop and maintain effective working relationships with private and public agencies and community service organizations which provide services to clients enrolled in programs.
3. Perform data entry and processes daily computer work; maintain accurate confidential applicant and resident files.
4. Process and distribute rent coupons for lock box system.
5. Coordinate advertising for lot vacancies and advertising homes for sale; create marketing materials.
6. Create mobile home park newsletter.
7. Update, as necessary, verification forms, letters and other systems.
8. Provide clerical support to mobile home park managers; lease violations letter and general mailings.
9. Perform related work as required or assigned.

SECONDARY POSITION TASKS:

1. Provide back-up to mobile home park and site specialist(s) during periods of leave or other heavy workloads.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

1. High School, Associates Degree preferred, with some course work in secretarial skills and administrative office practices.

Experience:

1. Two years of administrative/clerical work preferably in assisted housing and human services, including public contact.

Skills and Abilities:

1. Ability to learn and adapt to extensive, complex rules, regulations and functions related to VSHA, HUD, RD, LIHTC and mobile home parks and apply them to daily responsibilities (this knowledge should be acquired within the first six months). Ability to meet goals and objectives set by the Authority within a specific time.
2. Possess strong organizational and communication skills; ability to plan and organize a heavy workload; quickly identify priorities of a busy, diverse office; operate under stress and work independently, referring policy clarifications to supervisor.
3. Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, english grammar, usage and spelling.
4. Ability to utilize word processing, spreadsheet, database and other computerized programs, including those by way of modem (this knowledge must be acquired within the first three months); general office equipment and type accurately at a minimum of 30 WPM.
5. Working knowledge of interviewing methods and techniques and be able to apply these in a way that makes applicants/tenants feel comfortable and at ease. Ability to communicate complex program information and requirements to a diverse public and be sensitive to the needs of low-income, elderly and disabled individuals and families.
6. Ability to exercise sound judgment in assessing the housing needs of a wide variety of applicants; and use mental resourcefulness and initiative to solve problems as they arise.
7. Ability to maintain confidentiality; exercise good judgment; communicate effectively orally and in writing in stressful and emotional situations with sensitivity, empathy and maintain professional effective working relationships with supervisor, colleagues, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.

8. Possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.

Certifications/Registrations/Licenses:

Essential:

1. Must be a notary or obtain within the first six months of employment.
2. Must have or be able to obtain certifications in Rural Development 515, HUD and Low Income Housing Tax Credit program regulations, where applicable and as required.

Non-Essential:

1. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.

ESSENTIAL WORKING CONDITIONS/PHYSICAL DEMANDS:

1. Part-time or full-time position. (Positions working 20-40 hours per week are classified).
2. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
3. Office environment.
4. Ability to bend over to low files and reach high files.

Equipment Used:

1. Computer, printers, typewriter, telephones, FAX, copy machines, calculator, TTY and general office equipment.

Pay Classification: 4