

MARCH, 2018

POSITION TITLE: COORDINATOR, OCCUPANCY SERVICES
DEPARTMENT: Housing Program Administration
REPORTS TO: Director, Housing Program Administration
SUPERVISES: Client Services Staff

PURPOSE: The position duties include a wide range of activities related to monitoring employees' performance in conducting initial, annual and interim recertifications, moves, and management of portability functions in rental assistance programs, including state-funded programs; monitoring the Project-Based Voucher portfolio; and other duties as assigned. This position requires ensuring all work is completed accurately within specified time frames, and making sure high levels of customer service are provided at all times. Position may supervise 5-12 employees. Work is performed under the general supervision of the Director of Housing Program Administration.

ESSENTIAL TASKS OF THE POSITION:

- Monitor production, quality control and data integrity of transactions completed by staff in internal and HUD systems.
- Conduct the required percentage of supervisory file reviews per the Quality Control plan.
- Ensure staff meet and/or exceed Section 8 Management Assessment program indicators.
- Ensure staff compliance with the Authority's Administrative plan, standard operating procedures and HUD regulations.
- Determine staff training needs; coordinate and provide appropriate training, coaching, etc.
- Ensure staff provide professional and comprehensive customer service to internal and external customers.
- Evaluate procedures and processes and provide recommendations for program excellence.
- Promote open communication between teams, departments and divisions.
- Provide excellent customer service to participants, landlords, co-workers, clients and stakeholders.
- Performs other duties as assigned.

SECONDARY POSITION TASKS:

- As necessary, assumes hands-on responsibility of staff workloads.
- As necessary, assumes backup responsibility for Coordinator, Intake Services.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

- Bachelor's Degree.
- Additional experience, as defined below, may be substituted on a two for one-year basis for the Bachelor's Degree.

Experience:

- Three to five years' experience at a professional level in administrative, social service and/or outreach work, including strong supervisory responsibilities. Experience in affordable housing programs preferred; such as HUD Section 8, Family Self-Sufficiency, Section 8 Homeownership, and state of Vermont programs.

Skills and Abilities:

- Thorough knowledge of state, federal and VSHA rules, regulations and program requirements pertaining to rental assistance programs.
- Thorough knowledge of social service agencies and programs in support of low income families and a working knowledge of the services and resources available to program participants.
- Knowledge of effective social service and case management principles and practices.
- Must be reliable and dependable and able to assess and resolve emergency and complex situations in a logical, level-headed manner; exercise good judgment, courtesy and tact; interpret and apply rules and regulations and make correct decisions in a timely manner.
- Ability to meet goals and objectives set by the Authority within a specified time.
- Organizational, time management and writing skills necessary to meet goals and objectives; maintain a varied workload, including writing reports and correspondence, maintaining computer data and files and effective record-keeping systems.
- Strong interpersonal skills and ability to communicate effectively orally and in writing on all levels; must exercise a high degree of confidentiality, judgment, courtesy and tact; and establish and maintain effective working relationships with employees, officials, agencies, clients and the general public.
- Ability to present a professional image at all times and effectively represent VSHA at committees, meetings and gatherings of other agencies.
- Ability to provide program backup as needed and assume assigned responsibilities of the Director of Housing Program Administration in his/her absence.
- Ability to plan, administer and coordinate the functions of the programs and assigned staff, work independently, handle diverse functions and take initiatives.

- Proficiency in using VSHA software programs; i.e. HAPPY, HUD PIC and EIV. Ability to utilize word processing, spreadsheet, database and other computerized programs, including internet systems; general office equipment, perform arithmetic functions, and maintain complex files.

Essential Certifications/Registrations/Licenses:

- Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.
- Certified Occupancy Specialist, or obtained within six months of hire.

Essential Working Conditions/Physical Demands:

- Full-time position, 40 hours per week, exempt, non-union. Flexible working hours may be required.
- Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
- Office and field environment. Ability to bend over to low files and reach high files; lift, carry, push, pull or otherwise move an object. Work involves walking, standing, climbing stairs, filing, and driving on a regular basis.

EQUIPMENT USED:

- Computer, printers, telephones, TTY, FAX, copy machine, calculator, and general office equipment.

PAY CLASSIFICATION: EXEMPT