

HOUSING COORDINATOR

POSITION SUMMARY: The Housing Coordinator is responsible for supporting the Housing Department, the Housing Commission and City programs and functions. This position is responsible for general and complex technical and professional duties such as such as interviewing clients, determining eligibility, completing client briefings and lease-ups, establishing escrow accounts and following up with families for sufficiency, to ensure the efficient operation of the Housing Commission Programs such as Housing Choice Voucher (HCV)(formerly Section 8), Family Self Sufficiency (FSS) and Public Housing. This position works with a diverse group of external callers, visitors, clients and participants as well as internal contacts. This position may be responsible for inspection of properties, terminating or evicting non-complying participants and attending court hearings.

SUPERVISION RECEIVED: Work is performed under the direction of the Housing Director or designee.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Complete all technical and professional requirements and reports of the Housing Program including such areas as eligibility, compliance, inspections, rent, escrow accounts, referrals and assist in grant writing.
2. Determine and provide timely verifications needed to accurately evaluate applicant eligibility and assemble verified information and prepare eligibility determinations for FSS and Housing Programs as required. Explain program information, regulations and eligibility criteria in such a manner that all information is understandable to the client.
3. Conduct briefings and interview certified program participants and applicants for Housing Programs. Develop and maintain professional rapport with participants.
4. May be required to perform home visits or staff events outside normal business hours.
5. Provide customer service, receive and address routine and non-routine inquiries and complaints made by participants, citizens, businesses, staff and others. Follow up within scope of authority and advise and/or refer to supervisor if outside scope of authority.
6. Prepare and/or review detailed documents and reports as required by HUD, the Housing Commission and the City, such as leasing documents, contracts, tenants' statements and/or accounts, eviction notices and community service letters. Track deadlines for hearing decisions and follow-up with these mailings to ensure timely processing.
7. Develop a professional relationship and establish and maintain contact with community agencies, committees and boards.
8. Provide education to clients regarding goals and programs and complete referrals to community resources and human services agencies to assist the families with meeting the goals stated in the contract and in becoming self-sufficient.
9. Advise owners and/or managers on how to correct deficiencies to meet Housing Quality Standards and negotiate a compliance date. Evaluate corrections of any Housing Quality

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Standard deficiencies and authorize Housing Assistance payments and rental payments.

10. Establish and maintain a rent reasonableness program by preparing rent comparability, market information studies and conducting housing inventory studies. Establish and maintain escrow accounts for FSS participants.
11. Develop and implement programs such as the HCV Homeownership Program, and any other grant programs that may be available. Maintain controls and information systems for effective program monitoring.
12. Develop and maintain confidential records and process and transmit information that requires a high degree of discretion.
13. Review transactions and records to ensure proper recording of transactions and compliance with operating budget, applicable rules, policies, regulations and laws.
14. Enter and compile data, prepare and maintain reports and complete special projects as directed. Review data and reports to identify errors and make or recommend corrections depending on nature of correction and scope of authority.
15. Complete general and complex office support and clerical work specific to department, including typing and designing general and complex correspondence and reports such as memorandums, staff reports, charts, tables, graphs, brochures and other informational and marketing materials. Establish and maintain electronic and manual files and filing systems.
16. May be required to prepare and/or file court documents for evictions or court proceedings. May be required to testify in said proceedings.
17. Keep abreast of new developments in the field and current issues through regulatory reports and continued education and professional growth. Ensure changes are made to comply with regulations.
18. May be responsible for acting as a lead person and trainer.
19. Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. An associate's degree in sociology, business, public administration or related field, preferably supplemented with responsible work experience in the field. An equivalent combination of education, training and experience may substitute for the degree requirement. A bachelor's degree is preferred. An entrant into this classification who has not met the degree requirement must demonstrate acceptable progress toward attaining the degree in order to advance in the pay range. The degree requirement must be attained in order to advance to the top step of the pay range.
- B. Responsible work experience in a professional office setting.
- C. Knowledge or ability to efficiently learn the regulations, policies and procedures of the

housing programs as required.

- D. Has established effective and cooperative working relationships and uses tact, good judgment and resourcefulness when working with staff, vendors, other governmental agencies and the public.
- E. Demonstrates positive interaction with a diverse group of people, departments and other agencies. Demonstrates initiative, resourcefulness and success when working with others and solving problems.
- F. Detail oriented, organized and possesses ability to problem solve.
- G. Proven ability to gather and analyze data and prepare and maintain accurate, timely and complex documents.
- H. Demonstrates ability to communicate and present information effectively, both in a verbal and written manner to varied audiences.
- I. Demonstrates ability to read and interpret laws, regulations and contracts and to implement changes as necessary to ensure compliance.
- J. Demonstrates proficiency in the use of office equipment and technology including computers and software programs such as Microsoft Office. Ability to learn other programs as related to areas of responsibility, and has the ability to quickly learn other technology as necessary.
- K. Demonstrates ability to work effectively within deadlines, under stress, and with changing work priorities.
- L. Ability to work as a team and with minimum supervision. Possesses self-supervising attributes and a positive, congenial attitude.
- M. Ability to train or mentor co-workers as a subject matter specialist.
- N. Ability to travel to various locations both in and out of state to receive additional training as deemed necessary.
- O. Ability to maintain a neat and safe workplace.
- P. Possession of a valid Michigan motor vehicle operator's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee is required to use hands to finger, handle, or feel; and reach with hands and arms. The employee may need to lift and move items of light weight.

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While performing the duties of this job, the employee regularly primarily in a business office setting, but may also work in the field. The noise level in the work environment ranges from quiet in the office to noisy in the field. While working in the field, circumstances may occur that are strenuous and may involve working in unclean environments. The employee may be exposed to uncontrollable environments and circumstances, which may include personal residences. The employee is required to drive in inclement weather.

February 2013
Format Revised September 2018