

CHESTER HOUSING AUTHORITY

Position Description

Classification: Leasing Coordinator

Supervisor: Director of Housing Programs

Effective Date: 10/23/2023

Position Summary

Under the supervision of the Director of Housing, the person in this role is primarily responsible for the full utilization of Housing Choice Voucher program funding and public housing occupancy to maximize affordable housing opportunities for lower income households. Through knowledge of the real estate market, develops relationships with landlords to obtain vacant listings for first time program participants and mover households. Responsible for certifying applicants for admission into the Housing Choice or Public Housing Programs and maintain an adequate pool of certified applicants to fill turnover in either the public housing or Housing Choice Voucher Program.

Essential Job Functions

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the work load.

1. Interview tenants to complete mover and initial certifications, updates tenant records whenever necessary, computes total tenant payment and HAP payments, obtains and processes all verification.
2. Obtains all required tenant certifications and authorization to collect information. Ensures that all, required information is compiled and maintained in the tenant file according to HUD program regulations, CHA policies, and procedure.
3. Obtains 3rd party verification as required according to HUD regulations, CHA policies and procedure.
4. Notifies tenants of how their subsidy was determined.
5. Conducts briefing sessions with applicants to inform them of HCVP program functions and assists them with locating a unit through private rental market.
6. Prepares correspondence to waiting list applicants and program participants and responds to routine calls, and routes calls as necessary. Initiates telephone calls as requested to do so by supervisor.
7. Makes community service referrals to support applicants and program participants
8. Reviews waiting list, eligibility pool volume and timelines and meets with program managers to

Leasing Coordinator—Department of Housing Programs

discuss outcomes and develop additional work strategies as needed.

8. Establishes and maintains all office files in accordance with CHA procedures and instructions of supervisors. Serves as custodian of office files.
9. Types correspondence, memoranda, reports and other material required to support administrative operations.
10. In the course of performing clerical duties operates various, standard office equipment such as computer terminals, copy machines, calculators, postage meters, etc.
11. Prepares reports as instructed and completes other technical assignments in support of the department's overall workload.
11. Attends housing industry conferences/meetings at supervisor's request.
12. Performs other related duties as required. (5%)

Required Knowledge and Abilities

1. Extensive knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Extensive knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
3. Extensive knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.
4. Extensive knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents.
5. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
7. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
8. Ability to establish and maintain effective working relationships with co-workers, residents, HUD, the general public, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
9. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

Physical Requirements

1. Must be physically able to operate a variety of automated office machines including computers, copiers, printers, facsimile machines, telephones, etc.
2. Must be able to work, stoop, kneel, crawl, push, pull, move, or carry objects or materials such as files,

computer printouts, reports, calculators, pencils, legal pads, etc.

3. Must be able to move files into waist level plastic binds or carts and wheel them into the hallway; and secure all personal items and label all system equipment in each individual's work area.

Minimum Education, Training, and/or Experience

1. Bachelor's degree in public administration, social work, psychology, sociology or related field.
2. Three (3) to five (5) years of work experience as an Occupancy Specialist for a housing authority or a leasing agent for a real estate office or property management company.
3. Demonstrated computer skills with production of quality work products using Microsoft Office Word and Excel. Must be able to organize and analyze large amounts of data and create useful production and status reports and for program managers.
3. Any equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient.

Special Requirements

1. Possession of a valid driver's license.
2. Possession of HCVP/PH Housing Specialist Certification or real estate license with rental leasing and property management experience.