



CLASSIFICATION NO. 821

Established: 7/94

Revised: 3/11, 11/16, 6/25

FLSA: Non-Exempt

EEO: 5

OCCUPANCY SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to perform work related to housing programs which include regional and federal funded initiatives; to provide information regarding housing programs to clients, social services agencies and landlords/property managers; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Health, Housing and Human Services (H3S) provides a wide range of services to individuals, families, and communities through its divisions: Children, Families & Community Connections, Public Health, Behavioral Health, Health Centers, Social Services, and Housing and Community Development. This includes the Housing Authority of Clackamas County (HACC), which is an independent public corporation that provides rent assistance, resident services, and contracted services to low- and moderate-income persons, particularly those who are disabled and experiencing homelessness, through the ownership, management, lease, maintenance, and development of affordable housing.

The Occupancy Specialist maintains caseloads of clients and families covered under housing programs and is responsible for determining eligibility for housing assistance, calculating rent subsidies, processing family composition or income changes, managing lease approvals by working closely with clients, landlords, and Case Managers. Occupancy Specialists maintain accurate case records and stay informed on changes in policy, housing law, and best practices.

The Occupancy Specialist differs from the Resident Services Specialist who has responsibility to work closely with residents to support them through providing resources and residential programming.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Gathers information from clients regarding income and family composition changes; answers questions and provides information/referrals to current and prospective landlords or property managers; interacts with various social services agencies to coordinate efforts through the exchange or verification of information on clients.
2. Completes annual reviews on clients under Housing Choice Voucher, Public Housing, Rental Assistance, and Other Housing programs; reviews proper verification of income, assets, medical and child care; reviews notification to landlord and tenant; negotiates rents with landlords in accordance with Annual Adjustment Factors, Rent Reasonableness and Fair Market Rents; calculates rents and prepares rent change notification, lease rider and/or lease as required; mails forms to landlord and tenant.

3. Responds to income and family composition change requests; generates verification requests and/or completes verification with appropriate agency/employer; prepares rent change notification and payment adjustment form, when necessary, for the landlord and tenant to receive additional payments.
4. Updates verification on income and family composition changes generated by eviction or tenant choice; notifies accounting of cut-off date of payment; generates payment adjustment form for pro-rated rent payment; confirms move out date with previous landlord.
5. Ensures tenant compliance with leases and certificate/voucher obligations; mediates disputes between tenant and landlord/owners; provides accurate information and knowledge to tenant and landlord/owners questions, disputes, program rights and responsibilities generates appropriate correspondence regarding eviction/termination of assistance; assists in collecting rent, sundry charges and damage claims.
6. Monitors, investigates and reports program abuse or noncompliance, and assists in resolution as directed; reviews public records; issues program warning or notice of termination as warranted; prepares hearing and eviction/termination information and represents the Housing Authority at informal hearing and eviction/termination proceedings if requested.
7. Reviews updated materials regarding regulations, procedures and landlord/tenant laws; enters data on client information; prepares required HUD reports; remains current on occupancy, Housing Quality Standards (HQS), National Standards for the Physical Inspection of Real Estate (NSPIRE), and Housing Authority regulations and policies.
8. Establishes, maintains, and updates various logs and books related to the orderly maintenance of records; ensures all computer records of all tenant caseloads are accurate and current; promptly and accurately maintains all file documentation.
9. Attends required training to ensure staff compliance with department and division, Housing Authority, Federal, State and local policies and guidelines.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: HUD regulations and Housing Quality Standards; Fair Housing and Americans with Disabilities Act (ADA) laws; Oregon landlord/tenant laws; low-income housing programs; caseload management techniques; records management; computer software programs; general office procedures and practices; basic math.

Skill to: Communicate effectively both verbally and in writing; interpret complex program regulations; make independent decisions and exercise good judgment in applying established procedures and regulations to new and recurring work situations; case management principles and practices relevant to low income families, homeless populations, veterans, victims of domestic violence, and individuals with disabilities; facilitate conflict resolutions; work independently; maintain record keeping systems; establish and maintain cooperative working relationships with clients from diverse ethnic cultures, landlords, social services agencies, and other department staff.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

Some positions require bilingual fluency in one of the identified languages (Chinese, Russian, Spanish, Ukrainian, or Vietnamese) and English.

PRE-EMPLOYMENT REQUIREMENTS

Driving is necessary for County business to accomplish work. Incumbent(s) must also possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must pass a pre-employment drug test.