



CLASSIFICATION NO. 821

Established: 7/94

Revised: 3/11, 11/16

FLSA: Non-Exempt

EEO: 5

HACC OCCUPANCY SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to perform work related to the occupancy of federally subsidized housing units; 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 Housing Authority of Clackamas County (HACC) is an independent public corporation which owns, manages, leases, maintains and develops housing for low and moderate income persons particularly for those with special needs. The HACC is a division of the County's Health, Housing and Human Services Department.

The HACC Occupancy Specialist is responsible for maintaining a caseload of clients/families under subsidized housing and responding to landlord/tenant problems.

The HACC Occupancy Specialist differs from the HACC Eligibility Specialist who determines eligibility of and places clients in appropriate housing.

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 exchange or verify information on clients.
2. Completes annual reviews on clients under Section 8 and Public Housing assistance 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 complaints and lease violations 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. Monitor, investigate and report program abuse or fraud allegations, and assist 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, HUD Section Eight Management Assessment Program (SEMAP), Housing Quality Standards (HQS), HUD Real Estate Assessment Center (REAC), 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 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; 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; 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.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbent must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also 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.