



CLASSIFICATION NO. 845

Established: 10/19

Revised: 6/25

FLSA: Non-Exempt

EEO: 5

OCCUPANCY SPECIALIST, SENIOR

CLASS CHARACTERISTICS

Under general supervision, to lead the work of assigned staff; to provide case consultation and perform work related to the occupancy of federally subsidized housing units; to provide quality control of files and recommendations related to rental assistance; 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, Senior serves as a lead worker for other Occupancy Specialists. Incumbents are responsible for ensuring the quality of files, documentation, and that processes meet agency and grant requirements. Incumbents provide recommendations regarding the Division's rental assistance policies and procedures when opportunities for improvement are identified. Incumbents also maintain a caseload of clients/families under subsidized housing and serve as the main point of contact for the Occupancy Specialists when resolving unusual or complex landlord/tenant problems.

The Occupancy Specialist, Senior differs from the Occupancy Specialists who do not perform lead work and are not responsible for monitoring oversight of recordkeeping quality control/assurance.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Leads the work of assigned Occupancy Specialist or other Housing staff; plans, schedules, coordinates assignments, reviews, and checks completed work; trains and provides technical assistance to staff; assists management in analyzing and resolving work problems; makes recommendations on personnel actions, such as hiring and performance evaluations; facilitates participation of team members in work activities.

2. Assists in monitoring and ensuring compliant grant performance; conducts sampling and quality control of participant and agency files; identifies inconsistencies in rent calculation processes; creates uniformity in processes and procedures; assists in identifying policy, procedural, or document changes as needed to improve customer service and create efficiencies; tracks data and performs data analysis to share information across workgroups within the division; develops, establishes, and implements various recordkeeping system related to the orderly maintenance of records; prepares statistical, status and productivity reports as required.
3. Prioritizes and summarizes critical or urgent issues and directs those issues to the appropriate staff; serves as a point of contact for residents, and the general public; answers phones, greets applicants, residents, visitors, and others; explains processes and procedures, answers questions, listens, assists and/or refers residents based on concerns and problems; responds to or refers complaints to appropriate staff; handles all billing files and resolves billing discrepancies; works with division Finance staff as needed to resolve complex billing discrepancies.
4. Maintains a caseload from all program types to maintain a strong understanding of all Housing Authority programs and their grant requirements; 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.
5. 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; distributes rent increase notices; mails forms to landlord and tenant.
6. 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.
7. 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; oversees the end of participation final files process.
8. 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.
9. 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.

10. Attends required training to ensure staff compliance with department and division, Housing Authority, Federal, State and local policies and guidelines.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: HUD regulations and Housing Quality Standards; Fair Housing and Americans with Disabilities Act (ADA) laws.

Working knowledge of: Oregon landlord/tenant laws; low income housing programs; low-income housing tax credits; caseload management techniques; records management; computer software programs; general office procedures and practices; basic math; case management principles and practices relevant to low income families, homeless populations, veterans, victims of domestic violence, and individuals with disabilities; basic principles of supervision, leading work, training, developing, and recommending improvement for staff.

Skill to: Lead the work of assigned staff, including coaching, mentoring, and helping to move toward each program's vision and attain goals; plan, develop, and implement new procedures; build comradery and open team atmosphere for creative and active problem solving; 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; create and 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 three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position, one (1) of which must be experience as an Occupancy Specialist or equivalent position with another housing organization.

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.