



Position Description

Position Title:	Leasing Specialist	Department:	Housing, Federal Programs
Reports to:	Housing Programs Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	September 20, 2022
Representation Status:	Represented	Date Revised:	N/A

Summary

The primary purpose of this position performs a variety of complex highly responsible and specialized functions associated with the administration of leasing, including project-based voucher, and portability operations of the various housing programs by ensuring accurate processing of data related to the certification of applicants. The incumbent verifies and ensures that client files, documentation, and processes are in compliances with federal, state, and local regulations, policies and procedures.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Serves as the primary contact for all applicants applying for rental housing assistance programs and for clients exercising portability option.
- Interviews assigned applicants to complete applications for housing assistance; responds to applicant questions; explains and assists applicants with securing necessary verification and documentation of eligibility factors; contacts external sources for substantiation and/or clarification.
- Maintains and completes all assigned applicant files. Assumes full responsibility to conduct certifications and re-certifications, tenant's eligibility determination to move; determines reasonable rents; negotiates rents; prepares and executes Housing Assistance Payment (HAP) contracts, processes contract rent adjustments; performs Section 8 program briefing, and a variety of research in the handling of caseloads; updates portability billing and reconciliation, researches files and case history documents, including calculating appropriate rents and reimbursing clients or collecting overpayment in HAP as necessary.
- Assists with completing all tasks related to the processing of program participants exercising the port option, including but not limited to: voucher issuance, lease-up, initial certification, annual certification, interim certification, move-in and move-outs, and end of participation.
- Schedules and conducts certifications and briefings to provide information about the rental program to individuals or groups of prospective residents; provides information to residents and owner/agents in response to questions.
- Assists with Project Based Voucher process as needed; prepares and maintains paper and electronic files for various programs in compliance with Agency, federal, state, and local regulations, policies, and procedures.
- Assists with the verification of any information presented for eligibility or rent computation; assists with participant/resident rent calculations or retroactive rent payments.
- Maintains confidentiality of client information; ensures privacy and maintains security of confidential materials; accountable for consistent adherence to Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies,

Position Description

resources, and other assets.

- Researches information pertaining to the tenancy of units associated with leasing including port process; may assist with gathering data related to this process.
- Assists with monitoring and maintaining records of HAP payments to other housing authorities including the documentation for billable ports; accurately updates records regarding payments for ports.
- Prepares and provides landlords with Housing Assistance Payments (HAP) contracts, and related documents for signature.
- Provides back-up support to Housing Specialists, assisting with coverage of caseload and case management activities, as needed.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

An associate degree with coursework in liberal art, humanities, social work, business, or public administration or related field and two (2) years of responsible experience providing direct client services including caseload management functions with an assisted housing or other social services program and customer service. Bachelor's degree desirable. Bilingual skills desired, but not required.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and



Position Description

external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities along with basic math principles, and interviewing and negotiations techniques to perform the position effectively including complex and specialized duties in the administration of rental assistance programs in the Housing Department, Federal Programs Division. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.



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Read and Acknowledged

Employee Signature _____
Date

Employee Name [printed]