



**Position Description**

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

**Summary**

The primary purpose of this position provides enhanced customer service support to property landlords, owners and property management companies, assisting them by performing a variety of complex, highly responsible, and specialized functions associated with owner-related processes and services.

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.*

- Receives and responds to inquiries from property landlords, owners and property management companies via telephone and/or in person; identifies the need, provides information, guidance, and available courses of action to matters pertaining to housing assistance programs; pulls case records, conducts research regarding inquiry, and takes follow-up corrective action as appropriate.
- Interprets, applies, and explains federal, state, and local laws and regulations, policies, procedures, systems, rules, and practices.
- Provides guided technical support to owner-related online portal accounts via telephone and/or in person.
- Identifies housing program outreach needs for the Agency's clients and stakeholders; hosts, co-hosts and coordinates appropriate events and workshops to develop, build and maintain productive relationships with property landlords, owners and property management companies.
- Researches all owner records listed on IRS Schedule B Report of Tax Liability for Semiweekly Schedule Depositors Notice to verify and to determine active owner records; verifies Employer Identification Number (EIN) and Taxpayer Identification Number (TIN) is corrected.
- Sends IRS Schedule B Notices and Request for Taxpayer Identification Number and Certification Form (W-9s) to owners and makes corrections upon receipt of completed documents.
- Processes Housing Assistance Payment (HAP) adjustments to issue proper payment to authorized payees; processes overpayments, returned checks and Electronic Fund Transfers (EFT).
- Establishes and maintains contact and working relationships with various Agency vendors to include inspections and rent reasonable providers.
- Assists in the review and research of violations of owner obligations and responsibilities; may assist in the investigation process of potential housing fraud cases.
- Provides support to Owner Services Assistant as needed.
- Maintains confidentiality of client information.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and

## Position Description

prepares effective reports including staff and Board reports.

- 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 in property management, subsidized housing programs or social services. 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 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.



**Position Description**

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.

**Read and Acknowledged**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**