



CROOKSTON HOUSING & ECONOMIC DEVELOPMENT AUTHORITY JOB DESCRIPTION

POSITION IDENTIFICATION

TITLE	HOUSING SPECIALIST
STATUS	FULL TIME – EXEMPT EMPLOYEE
SALARY	\$40,000-\$60,000 DOE
SALARY SCHEDULE	SEMI-MONTHLY

I. OVERVIEW

The ideal candidate will have a passion for social work and assisting individuals in finding suitable housing solutions. If you have experience in property management, knowledge of Fair Housing regulations, and excellent communication skills, we encourage you to apply. The Housing Specialist is responsible for the management of Section 8 Program and management of Public Housing, including Oak Court Apartments.

II. SUPERVISION RECEIVED

Works under the direction of the Housing Director, and under the general supervision of the Crookston Housing & Economic Development Authority Executive Director

III. SUPERVISION EXERCISED

None

IV. DUTIES AND RESPONSIBILITIES

General Duties:

- Assist clients in finding affordable housing options that meet their needs
- Conduct housing assessments and develop individualized housing plans
- Provide support and guidance on navigating the housing application process
- Advocate for clients' housing rights and ensure compliance with Fair Housing regulations
- Utilize motivational interviewing techniques to empower clients towards self-sufficiency
- Manage relationships with landlords and property managers to secure housing placements
- Handle crisis management situations related to housing instability Intake of applications for future Section 8 and Public Housing clients, briefing them on

- different Section 8 Programs, vacancies at Oak Court, preference status, and possible waiting time for rental assistance.
- Conduct initial, annual, follow-up, special, and damage inspections for client rental units.

Administrative Duties:

- Determine applicant and tenant eligibility for admissions and continued participation with accuracy and efficiency.
- Calculate tenant rent for admission, interim, annual, and unit-change re-examinations with accuracy and efficiency.
- Maintain client physical and computer-based case files and records with accuracy and efficiency, reviewing for compliance with HUD policies and other regulations.
- Update policies and procedures as needed.
- Assist as a backup for completing financials, including payables, budgeting reports, general ledgers, payroll, and other tasks.
- Provide technical assistance to Residents Council and tenant events.
- Input data into program computer systems (YARDI) and Microsoft Office Applications.
- Complete various administrative tasks, including answering phones, sending out public meeting notices, creating media releases, drafting letters or reports, mailing items, etc.
- Complete other duties as assigned.

Daily Tasks:

- Intake of applications for future Section 8 and Public Housing clients, briefing them on different Section 8 Programs, vacancies at Oak Court, preference status, and possible waiting time for rental assistance.
- Prepare and execute rent and Housing Assistance Payment (HAP) adjustments, repayment agreements, compliance, hold informal hearings, and execute termination notices for program and lease violations.
- Inform and educate area groups and new/prospective landlords on the benefits of the Section 8 Program.
- Complete annual Oak Court tenant recertifications to determine their rent based on income, assets, and medical expenses.
- Complete occupancy report and maintain high occupancy of Oak Court.
- Inspect Oak Court for clean, safe living conditions and to determine necessary improvements and repairs.
- Perform all tasks in the Occupancy Cycle of Oak Court Apartments, including attracting and screening potential tenants, enforcing leases, conducting informal hearings, and other rules of occupancy.

- Refer potential residents and applicants to the Customized Living Program (RiverView Health), attend relevant meetings, and work closely with healthcare staff.
- Determine applicant and tenant eligibility for admissions and continued participation with accuracy and efficiency.
- Calculate tenant rent for admission, interim, annual, and unit-change re-examinations with accuracy and efficiency.
- Maintain client physical and computer-based case files and records with accuracy and efficiency, reviewing for compliance with HUD policies and other regulations.
- Input data into program computer systems (YARDI) and Microsoft Office Applications.
- Conduct initial, annual, follow-up, special, and damage inspections for client rental units.
- Respond to inquiries or complaints from applicants, clients/tenants, HUD, auditors, landlords, and the public concerning housing programs and operations.
- Provide technical assistance to Residents Council and tenant events.
- Respond to emergency situations at Oak Court after work hours when needed.
- Complete various administrative tasks, including answering phones, sending out public meeting notices, creating media releases, drafting letters or reports, mailing items, etc.
- Complete occupancy report and maintain high occupancy of Oak Court.
- Update policies and procedures as needed.
- Assist as a backup for completing financials, including payables, budgeting reports, general ledgers, payroll, and other tasks.
- Respond to emergency situations at Oak Court after work hours when needed.
- Complete other duties as assigned.

Monthly Tasks:

- Prepare and distribute monthly Section 8 HAP checks to landlords.
- Post monthly Oak Court rents and utilities.
- Prepare and submit monthly Voucher Program utilization reports to the HUD area office.

Yearly Tasks:

- Update the Section 8 and Oak Court waiting list.
- Complete Certificate of Rent Paid forms for residents at year-end.
- Update the Administration Plan Policies for Section 8 Programs and Admissions and Continued Occupancy Policy (ACOP) for Public Housing as needed.
- Perform annual inventory and purchase items and services for Oak Court as needed.

- Attend National Association of Housing Redevelopment Officials (NAHRO), HUD seminars, and additional required training for compliance with Housing Authority, Federal, State, and local policies and guidelines.

v. **KNOWLEDGE, SKILLS, AND ABILITIES**

- Treat everyone fairly and without bias.
- Understand and apply regulations and procedures correctly.
- Communicate clearly both verbally and in writing.
- Perform math tasks accurately.
- Manage your time well and stay organized.
- Keep information confidential and follow data privacy laws.
- Understand and articulate Public Housing and Section 8 program rules.
- Explain program details, conduct interviews, and determine client eligibility.
- Collaborate effectively with team members.

vi. **DESIRED QUALIFICATIONS**

Minimum Requirements

- Current and valid driver's license
- Pass a criminal background check
- Proficient in Microsoft Office Application
- At least one year of relevant work experience
- Ability to negotiate effectively on behalf of clients
- Strong crisis management skills

Preferrable Requirements

- Experience in Social Work or Mental Health
- Bilingual in English and Spanish
- Knowledge of Fair Housing regulations and property management practices
- Familiarity with Yardi software is a plus
- Experience working with programs such as Section 8 and Public Housing is preferred
- Background in addiction counseling is advantageous

vii. **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to talk or hear; sit; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stand or walk.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

VIII. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles. The noise level in the work environment is usually quiet in the office, and moderate in the field.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.