



Position Description

JOB TITLE: HOUSING CHOICE VOUCHER LANDLORD LIAISON/
RESIDENTS SERVICES COORDINATOR
(Salary range: \$42,000 - 47,000)

REPORTS TO: EXECUTIVE DIRECTOR

DEPT. /DIVISION: RESIDENT SERVICES/HOUSING CHOICE VOUCHER

FLSA STATUS: EXEMPT

POSITION SUMMARY:

Under the direction of the Quality Control/Housing Choice Voucher Supervisor (HCV), this position is responsible for cultivating, building, and maintaining strong business relationships with Property Owners / Landlords that provide quality housing opportunities to HCV Participants; Responsible for all communications with Landlords including but not limited to phone calls, correspondence, emails, internet, weekly/monthly briefings, and walk-ins. This position will also serve as a backup for HCV case management activities to include managing an HCV caseload, assisting with recertification and other HCV programmatic duties.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Serves as primary point of contact for HAFC's relationship with single/multi-family property owners, private developers, apartment finders, real estate agents, and property management companies resulting in the provision of quality housing opportunities to Housing Choice Voucher Participants.
2. Maintains productive professional relationships with internal and external business partners at all times.
3. Investigates complaints related to participants and property owners; researches complaints and provides recommendations for appropriate action; communicates decision to property owners/landlords as appropriate.
4. Responsible for timely and accurate follow-up to complete tasks; opens, reviews and acts upon all electronic and paper correspondence within established timelines; assures that all correspondence issued is correct and accurate.
5. Works as a liaison between the Housing Choice Voucher, Finance, and Executive staff as appropriate to resolve any escalated issues and continually to enhance cross-departmental policies and procedures to ensure the best possible service to Participants.

6. Conducts landlord briefings bi-monthly to recruit new business partners and expand affordable housing inventory; Provides relevant feedback on content.
7. Conducts move-in briefings monthly with landlords and tenants to ensure the receipt of executed HAP contracts, leases and all necessary paperwork for move-in. Ensures that HAP contracts and leases are consistent.
8. Trains/educates Landlords on use of the Landlord Portal and resolving Landlord Portal issues as they arise.
9. Assists in the planning and development of educational opportunities for landlords.
10. Represents the HAFC as necessary at outside functions and activities related to providing quality rental housing opportunities.
11. Researches landlord payment inquiries and resolve issues in a timely manner; Submits HAP adjustments for outstanding payments due to landlords.
12. Identifies Section 8 properties not in compliance with the Housing Choice Voucher/Section 8 Program to include: (1) identifying units in foreclosure, (2) corresponding with landlords in default, (3) contacting banks for units in foreclosure to inform them of the Tenant Protection Law and to place the unit on the HGV Program.
13. Maintains a database of banned landlords not in compliance with the Section 8 Program or HAFC policies related to the Program.
14. Makes contact with landlord to secure signatures for HAP contracts.
15. Serves as a backup to Occupancy Specialists.
16. Performs other related works as assigned.
17. Serve the Resident Advisory Board (RAB) in a technical assistance capacity
18. If necessary, assists in the arbitration of disagreements between clients and landlords, reach a suitable agreement for all parties.
19. Develops Memorandum of Agreements as needed, negotiate in-kind contributions to the Authority, ensure successful coordination of services, and regularly monitor agreements.
20. Coordinates and collaborates on an on-going basis with public and private partners Interested In designing model job training and placement programs to encourage low-income residents to become economically self-sufficient.
21. Assists with the Housing Choice Voucher Program Administrative Plan's modifications related to the Housing Choice Voucher Homeownership
22. Performs other homeownership related activities as assigned.

QUALIFICATIONS:

1. A bachelor's degree in a related field from a four-year accredited institution plus two (2) years of related work experience is required or an equivalent combination of education and related work experience (HUD housing experience preferred).
2. Knowledge of the general operation and procedures of a Public Housing Agency (PHA) and knowledge of the laws, rules, regulations, policies, and procedures to include HUD forms, policies, and procedures.
3. Requires strong marketing and customer service skills and superior verbal and written communication skills.
4. Ability to deal tactfully and effectively with the general public, business partners, community organizations or individuals from a variety of social and economic backgrounds. Must excel in customer service delivery and relationship building.

5. Ability to establish and promote effective working relationships with other Authority employees, residents, representatives from social agencies and community groups, and the general public.
6. Must possess strong decision making skills and use sound judgment at all times when interacting with customers to effectively manage relationships and expectations.
7. Ability to prepare clear and concise reports.
8. Ability to communicate clearly, both written and verbal.
9. Embraces the use of current technology to increase daily workload performance.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Ability to obtain professional certification (HCV Specialist) within first four (4) months of employment if not certified at hire. Additional training may be required as necessary to complete job functions and all training schedules will be at the direction of the HAFC. The HAFC will encumber the expense for the required (HCV Specialist) certification for the initial training (class and test). If the Occupancy Specialist is unable to receive the required certification within the designated time period, employment will be subsequently terminated.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive Computer, fax, copier, telephone, and other standard business office equipment.

SPECIAL REQUIREMENTS:

1. Possession of valid State of Georgia driver's license and ability to be insured by Agency'
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance earner.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Print Name

Signature

Date

Position Title: Landlord Liaison

CORE COMPETENCIES AND QUALIFICATIONS

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high standards of performance; pursues aggressive and realistic 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. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely.
- Anticipates what customer wants and works to provide it
- Initiates action/response to customer complaint inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding

- Listens without interrupting
- Uses correct grammar, spelling and punctuation.
- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Signature

Date

