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### HOMEFRONT

PARTNERS FOR A BETTER BILLINGS

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| **Department:** | **Job Description** |
| **Job Title:** Eligibility Specialist/Asset Manager | **FLSA Status**: Non-Exempt |
| **Reports To (Title):** Occupancy Director | **Position Status:** Full-time |
| **Prepared By:** Chief Operating Officer | **Schedule:** 8:00am – 5:00pm, Monday - Friday |

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| **Rate: DOE** | **Revision Date:** August 2021 |

***Job Summary:***

Under direct supervision of the Occupancy Director, the Eligibility and Project Based Section 8 Asset Manager will work part-time in each department to ensure effective operation of agency Eligibility, and Project Based Section 8 properties. This position requires some travel – agency vehicle provided.

***Essential Duties and Responsibilities and Expectations:***

* Asset Management
* Eligibility
* Ensure Organizational Excellence and Core Values are being practiced. Core Values: Respect, Diversity, Integrity, Public Trust, Empathy and Professionalism.

***Asset Management Duties:***

50% of time

* Complete move-ins for vacant units, and move-out’s when tenants vacate units.
* Collect rent, security deposits, and other miscellaneous charges.
* Send notices, resolve tenant issues and post information for tenants.
* Process all annual and interim recertifications.
* Submit monthly tenant reports to the Contract Agency in Helena.
* Submit monthly program reports to supervisor.
* Perform annual and special inspections of apartments.
* Responsible for scheduling resident functions for social, health, and personal interests.
* Maintain accurate mailbox identification for postman and residents.
* Communicate work order requests as needed.
* All other duties as assigned.

***Eligibility Duties:***

50% of time

* Process applications and application change forms to determine waitlist placement.
* Meet with applicants to brief program requirements, rules, regulations and review required paperwork to ensure compliance with federal regulations.
* Maintain updated and organized tenant files in full compliance with HUD/HAB regulations and policies. Update file income and asset information after 60-days.
* Provide regular correspondence for questions relating to waitlist status and program eligibility.
* Ensure Asset Managers have files ready for formal unit offer within given timelines (5 or 10 days of giving/receiving notice)
* Ensure vacant unit tool is updated daily.
* Answer general questions relating to the application process, waitlist, program requirements, etc.
* Marketing vacant units to maintain high occupancy across all programs.

***Minimum Qualifications (Experience/Education):***

* Employee must have at least two years of college or technical training in public or business-related field.
* Two years previous experience using data base management software and word processing software.
* Familiarity with Federal and local housing programs.
* Have or obtain the following certifications within one year: LIHTC, Public Housing (PHM), Certified Professional of Occupancy (CPO), HOME.
* Valid Driver’s License and must be able to obtain MT Driver’s License within 6 months of hire.
* Meet HomeFront background check standards with a history and driving record acceptable to agency insurance carrier.

## *Competencies or Knowledge, Skills and Abilities (KSA’s):*

* Communication and Teamwork: ability to establish and maintain cooperative working relationships with all those contacted in the course of the position. Communicate effectively to produce clear, concise, and accurate correspondence, presentations, and reports. Strong verbal, written, and interpersonal communication skills, strong facilitation and conflict resolution skills.
* Self-development: Continued education in new methods, materials, and personnel practices to learn and apply federal and state laws and rules regarding business practice.
* Efficiency and Effectiveness: plan, organize, prioritize, and coordinate work flow; work independently and meet multiple deadlines; attention to detail with accuracy. Ability to set priorities and work independently.
* Adaptability to changes and problem-solving skills: to define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables. High ethical standards and values, and demonstrated good judgement.
* Commitment to service: expectation to achieve the highest standards of personal and professional work performance in commitment to serving the Billings’ community. Ability to work in a team, be transparent, show respect and care for diversity on daily basis.
* Strong leadership capabilities.
* Software skills: Microsoft Office Suite including Word, Excel, Access, and Power Point; Window based applications; database management.

***Physical Demands & Working Conditions:***

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| Constant (67%-100%) | Frequent (34%-66%) | Occasional (1%-33%) |
| Manual dexterity (Right, Left, Both)  Sitting  Talking  Listening  Close & distant vision  Depth perception  Ability to adjust focus  Moderate noise | Walking  Standing  Reaching | Stoop, kneel, crouch, or crawl |

**HomeFront** is an Equal Opportunity Employer. **HomeFront** does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that* ***HomeFront*** *reserves the right to revise or change this job description as the need arises.*

*I have reviewed this job description and received a copy.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_