

Associate Leased Housing Representative

Job Summary:

Provide administrative and programmatic support to the leased housing department at the Amherst Housing Authority. The Associate Leased Housing Representative works directly with applicants, program participants, landlords, and our professional colleagues in the community. The Associate Leased Housing Representative exercises skilled judgment and decision-making consistent with program regulations, guidelines, and administrative policies. Work is performed under the supervision of the Director of Leased Housing.

Principal Duties:

- Interview and screen applicants and participants to determine initial and continuing program eligibility. Educate and inform applicants and participants about their rights and responsibilities
- Explain program requirements to landlords. Work with housing inspector to facilitate the housing inspection process. Negotiate reasonable rents and prepare contract documents between participants, landlords, the housing authority
- Process initial certifications, annual and interim recertifications, and moves for program participants. Ensure compliance with federal and state housing regulations and the policies and procedures of the Amherst Housing Authority. Verify household income and assets and calculate proper subsidy amounts. Notify participants and landlords of changes in rent and/or unit eligibility
- Draft repayment agreements for participants who do not report income. Attend informal hearings when necessary
- Prepare documentation for program termination proceedings
- Maintain neat and accurate participant and applicant files and computerized records and databases for each participant and unit leased
- Represent the Amherst Housing Authority with tact and courtesy when interacting with the public, applicants, clients, and landlords of the agency. Respond to all inquiries, phone calls, and correspondence in a timely and responsive manner.
- Other duties as assigned.

Qualifications:

Successful candidates must demonstrate the ability to:

1. Work in an organized and efficient manner with a high level of accuracy, attention to detail, and follow-through
2. Work independently and as part of a team
3. Perform duties in a cooperative and supportive manner with co-workers
4. Prioritize work and manage deadlines
5. Speak clearly and follow verbal and/or written instructions
6. Write clearly and effectively, using proper sentence structure, grammar, punctuation, and spelling
7. Make moderately complex arithmetical computations quickly and accurately
8. Understand and interpret complex federal and state housing regulations

9. Demonstrate knowledge of general casework principles and practices as they apply to low-income housing assistance program management
10. Demonstrate sensitivity to the needs and socioeconomic challenges faced by people with low incomes
11. Manage a client caseload that facilitates effective, accurate, and prompt service delivery
12. Comply with mandatory client confidentiality regulations and policies
13. Enter data accurately into agency housing software program; PHA Network
14. Use Microsoft applications (Outlook, Word, and Excel) on a personal computer for a variety of tasks
15. Operate standard office equipment including high capacity copier with fax and scanning capabilities, laser printers, office phones, and postage machine.

Education and Additional Skills and Experience:

A Bachelor's Degree from an accredited college or university is desirable.

Minimum Qualifications: The successful completion of a two (2) year, post high-school business curriculum, combined with at least one (1) year of relevant public housing experience or in a closely related field.

Must complete and pass required training seminar within 6 months of hire.

Must have a working knowledge of Business English and Math.

Excellent communication, computer, and telephone skills are required as is the ability to use virtual platforms in order to work remotely if needed.

Must be able to understand and record written information, take direction, follow through with tasks assigned, and be flexible.

Preference will be given to applicants with low-income housing experience and bilingual capabilities.

The Amherst Housing Authority (AHA) is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: AHA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at AHA are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by Massachusetts and/or Federal laws or regulations. AHA will not tolerate discrimination or harassment based on any of these characteristics. AHA encourages applicants of all ages to apply.

Excellent benefits and competitive salary.

Special Requirements:

- Possession of a valid driver's license and a safe driving record.
- Mandatory Background Check