



TACOMA HOUSING AUTHORITY

JOB DESCRIPTION

THA FORM HR-05 (1)

JOB TITLE	SITE ASSISTANT	Date of Last Modification	February 25, 2010
Department	Real Estate Management & Housing Services		
Reports to	Site Manager		
Supervises	N/A		
Salary Range	\$30,766 - \$48,609		

Work Schedule
Status
Wage and Hours Laws Status
Union Status

Full Time Part-Time
 Regular Position Temporary Position
 Non-Exempt Exempt
 Union Non-Union

THA is an equal opportunity employer. It considers all applicants without regard to race, color, national origin, religion or creed, gender, disability, marital status, familial status, age (over 40 years old), sexual orientation and gender identity. THA will also reasonably accommodate individuals with disabilities to allow them to apply or to perform the essential functions of the job. Applicants needing accommodation for a disability should make their request to the HR Department at least 24 hours in advance, if possible. (253) 207-4420. Questions, concerns or complaints regarding THA's application of its nondiscrimination policies should be directed to: Civil Rights Compliance Coordinator, 902 South L St, Tacoma, WA 98405; civilrights@tacomahousing.org or 253-682-6212.

1. PURPOSE OF POSITION

Under the direction of the Site Manager, assist in the performance of property management tasks designed to ensure that THA properties are safe, enjoyable places to live, efficient to operate, good neighbors, attractive assets to their neighborhoods and fully compliant with all governing rules. This position acts as a resource to residents by responding to resident questions, concerns and/or requests, mediating resident disputes, responding to emergency situations and lockouts and by performing lease enforcement and limited maintenance tasks. Performs general clerical and administrative duties in support of Site Manager including data entry, file creation and file maintenance.

Services performed under this Site Assistant job description include completing assigned tasks and implementing policy, procedures, and regulations governing program eligibility and operating the assigned property. The person who fills this position will perform this function in a highly effective and professional manner.

The Site Assistant shall perform all these responsibilities in service to THA's social justice and business mission to assist low-income households and other customers, and to do so in ways that aspire to programmatic and administrative excellence.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES

2.1 Tenant selection, leasing and lease enforcement

- (a) Assist Site Manager to show apartments to prospective residents; assist applications office in leasing applicants, communicate property and community amenities and available neighborhood services;
- (b) Participate in efforts to maintain resident occupancy. Maintain list of available units, notify Site Manager of actual and expected vacancies, review vacancy

reports, and coordinate daily with the Site Manager to ensure timely unit lease-up turnaround;

- (c) Collect rent due, determine and collect security deposit, recording individual payments in a computerized system;
- (d) Generate daily report of rent rolls/resident account balances. Review resident account status. Initiate and negotiate repayment terms with residents who have outstanding balances in arrears. Post all collections, additional fees and/or charges;
- (e) Perform move-in inspections and orient new residents upon initial occupancy. Review lease requirements and operating procedures with all new residents and follow up as appropriate;
- (f) Monitor residency to ensure a proper correlation between household needs and unit size;
- (g) Monitor and assist transfers for over and under housed residents, reasonable accommodations, and other transfers;
- (h) Process move-outs in accordance with THA policies and procedures, including conducting move-out inspections and exit interviews, pro-rating of rent, calculating applicable charges, recommending retention or return of security deposit, and tracking and closing resident files;
- (i) Inspect vacant units for cleanliness;
- (j) Conduct annual and follow-up housekeeping inspections.
- (k) Perform interim and annual recertifications

2.2 Site operations and maintenance

- (a) Check security and condition of vacant units at a minimum of once a week, or as directed by Site Manager;
- (b) Accept maintenance work orders from residents, input into computer database, review with Site Manager and/or maintenance personnel as needed;
- (c) Post and order removal of all vehicles in violation of THA's parking rules;
- (d) Check and secure property doors and stairwells; lock offices, laundry rooms, community rooms and recreational facilities as scheduled. Report security issues to Site Manager and law enforcement agencies as necessary;
- (e) Assist with procurement of general supplies as needed to operate property(s);
- (f) Conduct daily property inspections to maintain site cleanliness and appearance; report issues or deficiencies to Site Manager;
- (g) Assist with limited maintenance duties, including but not limited to picking up litter and debris on grounds and in common areas;
- (h) Provide lock out response service to residents;
- (i) Post all property management notices.

2.3 Customer service and community relations

- (a) Maintain positive and constructive external relations with community and real estate organizations, and prospective sources of eligible residents and rental information.

- (b) Be alert for resident's need for services (noticeable changes in appearance, behavior, personal hygiene or condition of apartment) to Site Manager or THA staff member and refer to services as appropriate;
- (c) Answer resident questions, meet with residents to identify and assess resident concerns, complaints or grievances, act to resolve issues or refer to Site Manager or appropriate THA personnel;
- (d) Represent THA in interactions with property neighbors, police and social service agencies;
- (e) Monitor resident compliance with lease provisions; investigate and document violations; advise Site Manager as appropriate; communicate required remedies to resident and/or resident representative or Case Worker;
- (f) Provide excellent customer service.

2.4 Federal leased housing assistance program and public housing program

- (a) Coordinate with other departments to incorporate updated Public Indian Housing (PIH) notices, changes to CFR, and other regulatory requirements;
- (b) Maintain a highly proficient knowledge of detailed federal leased housing regulations, specifically Public Housing and Housing Choice Voucher Programs;
- (c) Compile and prepare some applicable reports for HUD including MTCS entries/adjustments, occupancy reports, HAP roll report and utility reimbursement register;
- (d) Attend and participate in professional membership organizations affecting federal/state leased housing programs;
- (e) Work with moving companies, utility companies, Property Management staff, community managers, and on-site and community based agencies;
- (f) Work closely with Community & Supportive Services (CSS) staff and Property Management staff to engage and assist families at risk for eviction;
- (g) Participate with other service providers, staff and volunteers in communicating and coordinating available services;
- (h) Organize meetings as necessary and/or mandated regarding THA housing programs.

2.5 Employee accountability

- (a) Present a professional image as a representative of THA;
- (b) Establish and maintain effective professional working relationships with co-workers, management, partner agencies and the community;
- (c) Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules;
- (d) Maintain a high degree of confidentiality relative to work performed.

2.6 Diversity

THA's staff, its clients, and the staff of community partners are diverse in many ways, including diversity by race, national origin, language, sexual orientation, age and disability. THA considers this diversity to be an important asset. All THA employees must engage diverse people in constructive and effective ways as supervisor, colleague, business partner, and/or service provider.

3. SECONDARY POSITION TASKS

- 3.1 Perform related duties or responsibilities as assigned.**
- 3.2 Provide assistance, support and back up to other Site Assistants as requested.**
- 3.3 Serve as a member of committees, as directed.**
- 3.4 May inspect leased housing units.**

4. POSITION REQUIREMENTS AND QUALIFICATIONS

4.1 Educational level and experience.

Various combinations of education, experience and training may qualify an applicant. The following is a typical way to be qualified.

- (a) High School diploma, GED or equivalent required;
- (b) Two or more years experience in property management field or related work experience, preferably in social services delivery with families and/or elderly or disabled persons;
- (c) Two or more years experience with tax credit, multi-family project based Section 8, and/or bond financed properties strongly preferred;
- (d) Housing authority experience preferred.

4.2 Knowledge, skills and abilities

Possess or acquire and maintain a high level of expertise in the current and evolving principles and practices in the following areas:

- (a) Working knowledge of all functions and activities related to housing property management;
- (a) Knowledge of procedures and practices pertaining to the selection process, eligibility criteria, rental and income limitations contained in assisted housing programs, preferred;
- (b) Knowledge of leasing agreement procedures, interim recertification process, public housing standards and housing quality standards inspection;
- (c) Knowledge of housing options, community resources and services for low-income families, elderly persons and persons with disabilities preferred;
- (d) Familiar with federal conventional and leased housing regulations;
- (e) Can interface with co-workers, management, clients, community partners, and others in a courteous and professional manner;
- (f) Able to communicate effectively both verbally, and in writing using correct English usage, grammar, spelling, punctuation and vocabulary;
- (g) Second language preferred in: Cambodian, Vietnamese, Russian, Spanish, or Korean;
- (h) Capable of managing competing demands and meeting productivity standards while handling frequent change, delays, and unexpected events;
- (i) Possess skills to organize and work independently in an environment of frequent interruptions;
- (j) Exhibit expertise in the design and maintenance of paper and digital systems to organize, store and retrieve records, data and documents;
- (k) Ability to engage a wide variety of people with a high level of professionalism, courtesy and good humor, including culturally, socially and economically diverse

populations, seniors, persons with disabilities, contractors, and professional colleagues;

- (l) Show a strong commitment to maintain confidentiality in all assignments as directed;
- (m) Possess a high degree of proficiency in Microsoft Office products, including Word, Excel, and Outlook and otherwise to be effective without close clerical support;
- (n) Demonstrate an ardent commitment to client service.

4.3 Certification/Registrations

- (a) If position calls for driving a THA vehicle or for regularly driving a personal vehicle on company business, the employee must have and maintain a valid driver's license with acceptable driving record and auto insurance.

5. PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that an employee must handle to successfully perform the essential functions of this job. The job's activities occur primarily in indoor office settings:

- (a) Occasional standing, walking, sitting, using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing; occasionally lifting and/or moving up to 25 pounds;
- (b) Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus;
- (c) While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time;
- (d) The noise level in the work environment is usually moderate.

Note:

The above job description is not comprehensive. The job responsibilities may include other duties. This job description also does not constitute an employment agreement between THA and the employee. THA may change the job duties as it determines to be necessary or useful to meet its needs.

6. EMPLOYEE ACKNOWLEDGEMENT

I have read and understand this job description.

Signature

Date