

## JOB POSTING



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**Email:** [snelson@hutchinsonmn.gov](mailto:snelson@hutchinsonmn.gov)

**Web:** [www.hutchinsonmn.gov](http://www.hutchinsonmn.gov)

**Tel:** 320.234.5608

**Fax:** 320.234.4240

Application deadline is Friday, June 3, 2022

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### **Park Towers Housing Specialist Job Description**

REPORTS TO: HRA Executive Director

The Housing Specialist manages occupancy eligibility and daily operations for Park Towers Rental Assistance Housing. Reports to and assists the HRA Executive Director in the property management/administration of operations at Park Towers Apartments.

#### DUTIES AND RESPONSIBILITIES

1. Follows the pre-admission and admission process with each resident and assists them during the transition period, ensuring their needs can be met.
  - a. Markets rental openings and establishes and maintains the tenant waiting list.
  - b. Conducts required tenant background checks.
  - c. Completes appropriate verification, rental/lease agreements, interviews, inspections and reports for all appropriate move-in, interim and annual re-certifications.
2. Maintains accurate records using the appropriate software. Backs up the computer system per established procedure. Posts charges associated with work orders, late charges, etc. Prepares and sends rent delinquency notifications. Maintains required and appropriate tenant files.
3. Maintains at all times the privacy and confidentiality of resident, resident's records and resident's living environment. Maintains positive relationships with residents, their families, staff and the community. Maintains open lines of communication with residents and staff to monitor levels of satisfaction and/or dissatisfaction, and responds appropriately if changes are needed in policies and procedures.
4. Collects monthly rents and all additional revenues, makes timely bank deposits, processes invoices, and ensures all bills are paid per departmental procedures.
5. Assists with the maintenance of the Park Towers facility and grounds.
  - a. Works to assure the facility is in accordance with local, state and federal building codes including HUDs Uniform Physical Inspection Standards. Maintains and updates office files for HUD inspections in a manner consistent with agency and HUD handbook, regulations and notices.

- b. Maintains contractor and maintenance files. Coordinates with maintenance vendors during emergency and routine maintenance calls. Report any property damage or liability incidents immediately to Executive Director.
  - c. Inspects apartments, building, and systems annually. Report findings to Executive Director and initiates needed work orders.
  - d. Inspects the general condition and maintenance of the grounds at least weekly. Initiates work orders as needed.
  - e. Performs move-in and move-out inspections.
6. Provides tenant relations/services as required and as needed.
- a. Prepares letters of non-lease compliance and counsel residents who are not complying with the terms of their lease for Executive Director approval. Refers residents having problems to groups or agencies that provide assistance.
  - b. Maintains communication with service providers, such as home care agencies, Public Health and Senior Dining to coordinate activities as appropriate.
  - c. Resolve conflict and complaints, and recommends administrative action leading up to eviction.
  - d. Conducts customer surveys to identify resident needs, assess quality of services, etc.
  - e. Acts as Treasurer for Tenant Council. Prepares agendas/packets for Tenant Council meetings, and maintains Tenant Council records.
  - f. Plans and coordinates management sponsored activities and private rentals. Prepares monthly activities calendar and newsletter.
7. Performs other duties as assigned.

#### EQUIPMENT

Computer and related software, typewriter, copy machine, calculator, telephone.

#### DESIRABLE QUALIFICATIONS

Associates degree in an administrative program, business, accounting, or other degree related to housing or property management. One to three years in an administrative support position, business, accounting, or property management and experience involving public contact preferred. Proficiency with word processing, spreadsheet and database software. High degree of accuracy, attention to detail, and record keeping experience. Ability to deal effectively and courteously with the public, residents, staff and administration. Ability to learn and apply HUD regulations that apply to the rental assistance housing program and property management. Ability to obtain a Minnesota Department of Labor and Industry issued Special Engineer boiler license to monitor the boilers during the work week in the winter months. Must pass Kari Koskinen criminal background screening for access to a master key.

#### WORKING CONDITIONS

Full time position. Work is performed in a typical office environment that consists of an open work area and front counter for providing customer service. Considerable public contact.

Starting pay rate: \$25.78/hour