

Housing Authority of the County of Tulare

Job Description

Job title: OCCUPANCY PROGRAM SPECIALIST

Work Location: One or more of the agency office locations located in Tulare County

Department: COMPLIANCE

Reports to: DEPUTY EXECUTIVE DIRECTOR\EXECUTIVE DIRECTOR

☒ **Full-time**
☐ **Part-time**

☒ **Exempt**
☐ **Nonexempt**

DEFINITION:

Under direction of the Executive Director to be responsible for observance of applicable regulations for all area offices, and the auditing of those regulations. Performs a variety of administrative tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Independently, or in accordance with general instructions, represents the Housing Authority in daily relationships with public and private organizations concerned with public housing.
- Represents Housing Authority in relationships with state and federal agencies involving routine problems.
- Monitors and supervises various processes of the department, including Section 8 updates, verifications, applications and other program related documentation.
- Represents Housing Authority at third-party agency audits.
- Advises and assists residents and clients concerning occupancy.
- Explains Housing Authority functions and operational policies to residents and general public.
- Assists in considering problems with Executive Director and in formulating policies.
- Coordinates policy change by informing all employees creates new workflow procedures and training materials to improve efficiency.
- Trains personnel in regulations and maintenance of tenant records.
- Supervises and trains Program Compliance Officer and Applications Office Clerk positions.
- Assists Area Managers in the selection and supervision of office staff.
- Audits work of eligibility clerks.
- Coordinates and facilitates interaction among personnel and programs, including area offices, inspectors, accounting department and in other special areas as directed.
- Assists with preparation of financial reports and budgets.
- Helps initiate appropriate action on delinquent accounts.
- Prepares audit materials requiring analysis of supporting documents.
- Prepares and performs electronic submissions to various governmental agencies as needed, including HUD PIC submissions and HAP billing.
- Gathers data and prepares reports as required by program regulations.
- Prepares, reviews and signs correspondence.
- Assists in the preparation of legal correspondence and documents for agency attorney.
- Receives referrals of alleged program fraud or abuse and determines whether or not investigation will be conducted.
- Designs forms.
- Provides ongoing software/technical assistance in housing related matters.

MARGINAL FUNCTIONS: Performs related work as required or delegated.

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

- High School education or GED equivalent.
- Two years' experience in a supervisory capacity.

KNOWLEDGE OF:

- Office practices and procedures.
- Good writing skills.
- Government regulations as they relate to various housing programs.

SKILLS TO:

- Work independently and self-motivated.
- Ability to employ good judgment and handle problems tactfully.
- Ability to learn quickly.
- Analyze and summarize accurately.
- Computer literate in MS Office software.

PHYSICAL CHARACTERISTICS:

- Manual dexterity of the hands/wrists in order to operate a computer keyboard, computer and other office equipment.
- Good eyesight to read/write and visually use a computer screen.
- Strength and flexibility in order to bend, reach, stoop, and lift and carry files weighing up to 30 pounds.
- Good hearing to accommodate and greet persons coming into the office and to handle telephone conversations.
- Clear speech and verbal skills in order to communicate with the public and co-workers.
- Ability to operate a motor vehicle.
- Must have ability to cope with stressful circumstances and to cordially interact with co-workers to accomplish common tasks.
- Regular attendance required.

LICENSES/CERTIFICATES:

A valid California driver's license and acceptable DMV record.

Adopted: 2/2024