



The East Hartford Housing Authority is looking to fill a Public Housing Site Assistant position. This is a union position, 35 hours per week.

Deadline for the receipt of application, along with a letter of interest outlining how you meet minimum qualifications, resume and references must be received by Tuesday, December 18, 2018 at 4:00 p.m. AA/EOE

Qualified applicants please mail or drop off your application packet to:

The East Hartford Housing Authority
Attention: Brenda Pliszka, HR Director
546 Burnside Avenue
East Hartford, CT 06108



EHHA Site Assistant 1

East Hartford Housing Authority Site Assistant 1

DEPARTMENT: Leasing This position is: FULL TIME UNION
REPORTS TO: Housing Programs Manager Hours of Work: 35 Hours per week
SUPERVISES: None

PURPOSE:

Asset Management: Under direction, provides and performs services in implementation of regulations, policy and procedures governing application process, rent eligibility/computations, rent collection, leasing, parking, pets, orientation, annual/interim recertification, transfer, lease enforcement, move-out, work order and purchasing processes in accordance with federal and state regulations and agency policies to ensure maximum occupancy.

Follows procedures in compliance with the Authority's Admission and Continued Occupancy Policy, Rules and Regulations, and the Code of Federal Regulations.

Has primary responsibility for leasing units, conducting home visits, collecting third party verification, computing rents, obtaining police reports, mediating resident conflicts, work order data entry, purchasing data entry and submitting electronic reporting data.

I. ESSENTIAL TASKS OF THE POSITION

- A. Performs tasks associated with admissions and occupancy in compliance with Department goals and objectives.
 - 1. Provides general information to interested parties regarding subsidized housing programs including eligibility requirements, application process, and housing policies and functions. Offers information relative to other housing programs or agencies in the township that provides financial assistance to families with little or no income.
 - 2. Reviews applications to ensure continued eligibility for participation in programs.
 - 3. Re-verifies, as necessary, relevant information of annual income, family composition, allowable deductions and allowances for computing total tenant payment. Assures complete and accurate information by accepted verification methods.
 - 4. Determines tenant payment.
 - 5. Offers suitable units according to the selection plan. Schedules appointments with the applicant for viewing unit; shows apartments, documents and maintains record of refusals.

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6. Calculate and collect rent (pro-rating as needed), determine and collect security deposit, recording individual payments in a computerized system.
7. Type, execute, distribute and file leases.
8. Performs move-in inspections and orients new residents upon initial occupancy. Reviews lease requirements and operating procedures with all new residents and follows up as appropriate.
9. Prepares, updates, assembles and distributes orientation materials.
10. Prepares monthly status reports and generates statistical information as requested.
11. Distribute, process, and track ADA/Reasonable Accommodation requests.
12. Monitors occupancy levels to ensure full utilization of all Authority housing resources.
13. Monitors Authority residency to ensure a proper correlation between household needs and unit size.
14. Coordinates transfers for over and under housed residents, ADA/Reasonable Accommodations, and other transfers.
15. Tracks vacant units, date painted, date ready, and date leased for reports. Reviews vacancy reports and coordinates daily with the Maintenance Department to insure timely unit turnaround.
16. Processes move-outs in accordance with EHHA policies and procedures, including conducting move-out inspections and exit interviews.
17. Establishes and maintains contact with local agencies and refer residents to local health and human service agencies as appropriate.
18. Reviews resident account status. Initiate and negotiate repayment terms with residents who have outstanding balances in arrears. Prepares, executes, monitors and ensures compliance with repayment agreements. Refer to Site Coordinator for court action if necessary.
19. Develops and maintains occupancy forms, tenant handbooks, and procedural manuals.
20. Performs interim and annual recertifications.
21. Responds to applicant and staff questions relative to policies and procedures.
22. Communicates program needs and clarifies housing selection procedures with Site Coordinator.
23. Maintains confidentiality of information, processes and data and ensures the provision of adequate safeguards within the department to ensure such confidentiality.
24. Enforces lease compliance and mediates disputes between residents.
25. Responsible for the daily maintenance of resident files, including filing and clerical work.

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26. MTCS reporting data/transmission of 50058 Forms for leased and public housing programs. Correct error reporting, apply corrections and re-submit 50058 data.
 27. Enforce all resident related policies including the pet and policies.
- B. Ensures leasing functions are resident oriented and operating effectively and efficiently by providing services which enhance residents' safety and comfort.
1. Responsible for identifying, developing and recommending necessary security and safety measures and programs.
 2. Responsible for developing an ongoing effective resident relations program.
 3. Anticipates residents' needs, responds to, negotiates and resolves problems and issues as they arise.
 4. Encourages and meets regularly with and sustains the existence of effective resident organizations.
 5. Refers problematic residents to Site Coordinator.
 6. Receives, investigates and resolves resident complaints and suggestions.
 7. Participates in the mediation of disputes between residents.
 8. Responsible for the receipt, submission and follow up on resident requests for maintenance services. Including imputing requests into the Housing Authority's computerized work order system and any hard copy filing involved.
- C. Responsible for basic property management functions.
1. Ensures that all common areas are maintained in a decent, safe, and sanitary condition by residents.
 2. Ensures that all residents make complete and prompt rental payments on a monthly basis.
 3. Ensures that residents adhere to the pertinent rules and regulations of EHHA and the lease provisions.

II. SECONDARY POSITION TASKS

- A. Performs other duties as assigned.
- B. Works on, researches and completes special projects as assigned.

III. POSITION REQUIREMENTS AND QUALIFICATIONS

A. EDUCATION LEVEL:

1. Associates degree in Business Administration or related field.
2. Two years of experience in public housing administration may be substituted in lieu of each year of college.

B. EXPERIENCE IN RELATED FIELD:

1. Two to four years experience in customer service in the public or private housing sector.
2. Bilingual experience (Spanish), preferred.

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C. UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:

1. Connecticut Drivers License required.
2. Ability to maintain confidentiality in all assignments as mandated.
3. Ability to work harmoniously with other agencies and agency personnel.
4. Ability to relate to and interact with elderly and family residents in low and moderate income housing settings.
5. Sensitivity to the needs of persons of diverse social, cultural and economic backgrounds is essential.
6. Ability to be flexible and perform work under time pressure.
7. Ability to train and give directions to residents/staff.
8. Working knowledge of word processing.
9. Working knowledge of computerized spreadsheet software.
10. Working knowledge (with training) of agency's automated computer system for job related functions.
11. Ability to work independently as well as cooperatively with associates and representatives of other governmental and private agencies.
12. Ability to lead and give direction to other (new/inexperienced) staff in the area of specialty.
13. Ability to understand, remember, and carry out oral and written directions.
14. Ability to learn quickly from oral and written explanations and from demonstrations.
15. Extensive knowledge of procedures and practices pertaining to the selection process, eligibility criteria, rental and income limitations contained in assisted housing programs.
16. Considerable knowledge of records management procedures necessary to assemble and maintain required information.
17. Considerable knowledge of the problems commonly encountered by applicants and residents regarding housing acquisition and relocation.
18. Considerable knowledge of leasing agreement procedures, interim recertification process, public housing standards and housing quality standards.
19. Knowledge of federal, state and local tenant laws.
20. Working knowledge of applicable HUD Housing Programs regulations.
21. Familiarity with social services available in the community.
22. Demonstrated ability to lead, train, give directions and supervise other staff.
23. Considerable knowledge of the theory and practice of organization, planning, management and supervision and their practical application.
24. Working knowledge of all functions and activities related to housing property management.
25. Working knowledge of the principles and practices of public administration.

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26. Working knowledge of Authority policies, procedures and practices relating to housing programs.
27. Ability to analyze operations and recommend improvements in performance.
28. Ability to read and understand instructions, diagrams or other schematic instructions.
29. Ability to identify personal errors/omissions, accept responsibility therefore, and make corrections.
30. Ability to answer inquiries from residents/staff/supervisors.

D. WORKING CONDITIONS

1. Environmental parameters:
 - a. Ability to work in an office environment
 - b. Ability to work in a public housing environment in all weather conditions (hot, cold, humid, dry, wet).
 - c. Ability to work in open and public settings, public transportation, coach buses, etc.
2. Physical demands:
 - a. Strength: Ability to lift up to 50 pounds.
 - b. Ability to work in environment which may include: fumes, odor, gases, chemicals, dust, moisture, sewage, insect or rodent infestation, less than desirable housekeeping, as well as decibels in the range of 30-65 db.
 - c. Type: sedentary work ability to perform Site Coordination duties and administrative duties, typing, filing, bending over to low files, reaching high files.
 - d. Ability to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move an object.
 - e. Work involves sitting most of the time, but may involve walking, standing and driving for extended periods of time.

E. WORK SCHEDULE

1. Ability to work a minimum 35 hour week, which may require more than 35 occasionally.
2. Must have the ability to work flexible hours, including ability to be on-call 24 hours a day including nights, weekends, holidays in cases of emergencies. Most typically, flexible hours accommodate meetings and functions critical to position goals and objectives.

F. EQUIPMENT USED

1. Competency in operating computer(s), printers and general office equipment, 2-way radio, intercom and other EHHA equipment.

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IV. APTITUDE REQUIREMENTS

A. COGNITIVE:

1. Analytical:
 - a. Ability to apply principles of logical thinking, to define problems.
 - b. Ability to collect data.
 - c. Ability to establish facts and draw valid conclusions.
 - d. Ability to interpret a variety of technical instructions.
 - e. Ability to deal with several concrete/abstract variables or unknowns simultaneously.
 - f. Ability to solve practical problems.
 - g. Ability to interpret instructions furnished in verbal, written or schedule form.
2. Communication:
 - a. Ability to read, write, speak, understand or communicate in English sufficiently to perform the duties of the position.
 - b. Ability to record and deliver information.
 - c. Ability to speak distinctly and listen carefully in order to communicate effectively on all levels.
 - d. Ability to log in data and draft data summaries.
 - e. Ability to answer inquiries from others, including residents, participants, and/or public.
 - f. Ability to converse with officials, service providers, contractors, disgruntled residents/participants and the general public in an assertive, informative, non-adversarial/advocacy manner - with a clear and understandable intent.
 - g. Ability to draft work related reports with proper format, punctuation, spelling and grammar.
 - h. Ability to complete reports with proper format.
 - i. Ability to compose original correspondence.
 - j. Ability to follow rules and regulations and have increased contact with people and public.
 - k. Ability to interview, counsel or advise staff, residents, and participants.
 - l. Ability to understand safety rules, warnings and instructions in the use and maintenance of properties and equipment.
 - m. Ability to train staff and explain complex procedures to others.
 - n. Ability to follow and give verbal and written orders, directions or instructions.
 - o. Ability to answer inquiries from residents/public that may possess handicaps or disabilities.

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3. Mathematical:
 - a. Ability to deal with a system of real numbers.
 - b. Ability to use practical application of fractions, percentages, ratios and proportions.
 - c. Ability to compute fractions, percentages, ratios and proportions.
 - d. Ability to compile, compute and present basic mathematical information.
 - e. Ability to calculate variable and formulas, and ratio and proportion variables and present in table/graph form.
 4. Administrative Detail:
 - a. Ability to complete forms; record and locate data accurately.
 - b. Ability to reconcile data from different sources.
 - c. Ability to pay close attention to detail and accurately distinguish data.
 - d. Ability to innovate and create analysis.
- B. MANUAL
1. Motor coordination:
 - a. Ability to accurately reach, feel or handle equipment used in daily routine.
 2. Finger dexterity:
 - a. Ability to pick, pinch or otherwise work with fingers to operate above equipment.
 3. Manual dexterity:
 - a. Ability to seize, hold, grasp, turn or otherwise work with hands to operate above-referred-to equipment.
- C. VISUAL
1. Near vision:
 - a. Clarity of vision at 20 inches or less.
 2. Mid-range vision:
 - a. Clarity of vision at distance of more than 20 inches and less than 20 feet.
 3. Far-range vision:
 - a. Clarity of vision at 20 feet or more.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.