



HOUSING AUTHORITY OF SKAGIT COUNTY

This institution is an equal opportunity provider and employer

JOB TITLE: Rental Specialist

MAJOR FUNCTION AND PURPOSE This is a Non-Exempt, Full-Time position with normal working hours from Monday through Friday, 8:00 a.m. to 5:00 p.m. This position requires understanding of, and commitment to the agency and the agency's mission and vision. The Rental Specialist is responsible for day-to-day supervision of all units. The position requires excellent organizational and communication skills, and an ability to work positively and cooperatively with the rest of the Properties and Maintenance Team, landlords, community partners, and HASC customers.

REPORTS TO: Property Manager

SUPERVISION: Person in this position does not supervise staff.

COMPENSATION AND BENEFITS:

- ❖ Starts at \$15.00/HR (DOE)
- ❖ Vacation and Sick Leave.
- ❖ Medical, Vision, Dental.
- ❖ Retirement.

DUTIES INCLUDE:

1. Works on successfully implementing the program under the supervision of the Property Manager.
2. Attend weekly staff meetings.
3. Collaborates with other housing specialists and administrative support.
4. Conduct all business in accordance with HASC policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and State laws.
5. Maintains property rentals by advertising and filling vacancies; negotiating and enforcing leases; maintaining and securing premises. Maintains a professional, friendly atmosphere in the rental office and managed areas where prospective residents and current residents meet.
6. Reviews internal database reports to determine if goals are being met, and analyzes the data to develop lean, efficient strategies when program goals are proving hard to attain.
7. Reviews higher level housing violations and termination patterns and trends and represents HASC at Informal Hearings, when requested.
8. Identifies program integrity issues and follows through to ensure referral and/or prompt action.
9. Provides technical support or assistance as needed or assigned (i.e. utility allowance schedule updates.)
10. Coordinates port-in and port-out procedures with referring or referred to PHA's.
11. Establishes rental rate by surveying local rental rates.
12. Attracts tenants by advertising vacancies; obtaining referrals from current tenants; explaining advantages of location and services; showing units.



ELDERLY & FAMILY HOUSING

LOW-INCOME WEATHERIZATION



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13. Contracts with tenants by negotiating leases; collecting security deposits.
14. Enforces occupancy policies and procedures by confronting violators.
15. Accomplishes financial objectives by collecting rents; forecasting requirements; initiating corrective action.
16. Maintains property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and scheduling repairs; planning renovations.
17. Inspects models and "market ready" vacancies to insure cleanliness prior to leasing.
18. Answers incoming phone calls and handles each call accordingly, whether it is a client call, irate resident, service request, etc. Transfer calls to assistant manager or property manager when appropriate.
19. Greets prospective residents, qualifies, determines needs and preferences, and professionally presents community and specific apartments while communicating features and benefits.
20. Maintains awareness of local market conditions and trends. Contributes ideas to Supervisor and Executive Director for marketing community and for improving resident satisfaction.
21. Actively coordinate renewals throughout the month. This includes sending letters (90, 60, 30 days) and scheduling resident appointments to discuss renewal rates and leasing options.
22. Perform rent reasonable determinations.
23. Perform re-examinations of family composition and income
24. Assist Property Manager in determining initial client eligibility, per Tax Credit, USDA RD, HASC and other entity regulations and guidelines.
25. Resolve and document discrepancies
26. Investigate fraud and program abuse
27. Correctly completes all lease applications, assists with application verification and notifies prospective residents of results.
28. Completes all lease paperwork including related addenda and accepts rents and deposits.
29. Physically inspects apartments when applicable, picks up litter and reports any service needs to maintenance staff. Inspects move-outs and vacancies.
30. Organizes and files appropriate reports, leases and paperwork.
31. Assists in preparation of weekly reports, resident communications Move INS, move-outs, inventories, etc.

Enrolments and re-certifications **General:** Performs any additional duties assigned.

DESIRABLE QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

- 1) Ability to work with a high degree of accuracy and attention to detail in a fast-paced atmosphere
- 2) High standards for work ethics, be punctual, dependable, organized and be able to follow instructions
- 3) Ability to learn, follow and apply complex regulations and procedures.
- 4) Ability to deal with the public and other employees with courtesy, tact and good judgment.
- 5) Ability to work with Excel, Word and Outlook and agency specific data-base system.
- 6) Knowledge of Lindsey housing software program.



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- 7) Knowledge of local social service agencies and community resources to provide information and referral services to applicants and clientele.
- 8) Experience with landlord dwelling leases and occupancy related instruments.
- 9) Work Hours: 40 hours per week (this position may require to work remotely or different schedule due to the current situation with the pandemic)
- 10) Bi-lingual in English and Spanish or multi-lingual; ability to translate for staff, customers and the general public.

EDUCATION, EXPERIENCE AND CERTIFICATES

Education: High School Diploma or equivalent and A.A., or combination of skills, experience, and education.

- Have experience with administrative procedures, policies, and program regulations as they pertain to HUD's Public Housing Program and Housing Choice Voucher (Section 8) Program, tax credit or other affordable housing programs.
- Have (and maintain in good standing) a Washington State Driver's License and evidence of a good driving record for pre and continued employment.
- Have knowledge of professional business office practices and procedures.
- Have knowledge of employment labor laws and practices.
- Possess knowledge of, and practical experience in, calculation of annual income eligibility for admissions and continued assistance for subsidized housing programs with efficiency and accuracy or experience with calculation of other housing program compliance paperwork.
- Have ability to write letters, emails, and other communications with proper English grammar.

Driving/Traveling Requirements: Occasional need to utilize transportation to inspect apartment community and surrounding neighbourhood. Must have valid driver's license and automobile insurance.

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

R = RARELY O = OCCASIONALLY F = FREQUENTLY

Physical Activity	R	O	F
Sitting			X
Stationary Standing	X		
Walking			X
Crouching (bend at knee)		X	
Kneeling/crawling	X		



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Bend at waist		X	
Twisting (knees/ waist/ neck)		X	
Climbing	X		
Grasping			X
Driving a car			X
Repetitive motions (keyboard/data entry)			X
Lifting/Carrying: --- 30 pounds		X	

OTHER POSITION REQUIREMENTS: Candidates selected for this position must pass a criminal history background and a driving record check as a condition to employment.

To apply – send Cover Letter & Resume to: Hiring Committee / 1650 Port Drive / Burlington, WA / 98233 or submit resume by email at gestrada@skagitcountyha.org with subject line: RENTAL SPECIALIST -- RESUME & CV LETTER.

Housing Authority of Skagit County is an equal opportunity employer. No applicant will be discriminated against because of race, color, national origin, sex/gender, familial status, disability or religion.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility; however, they should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload. Work can involve extensive times sitting at a desk and working with a computer, monitor, keyboard and mouse. The successful applicant must also be able to drive company vehicles. This job description does not constitute an employment agreement between the employer and the employee, and is subject to change as the needs of the employer and requirements of the job change.



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