



Public Housing Coordinator Job Description

JOB INFORMATION:

Under the supervision of the Executive Director, the Public Housing Coordinator is responsible for the day-to-day operations of the Public Housing Program and various office functions as assigned. They are responsible for studying and understanding EHA Policies and Procedures necessary to carry out job their functions and have a general understanding of other EHA programs. They must be able to travel for training and educational programs to enhance job performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Interviewing applicants, processing applications to include investigating any-and-all family members applying for public housing. Assigning applicants to waiting list, rejecting applications, selecting tenants to fill vacancies and lease units including conducting unit inspections in compliance with EHA policy and procedures. Making sure waiting list is always complete and up to date.
2. Maintaining all tenant files, verifying income and deductions, calculating rent, completing re-certifications in a timely manner.
3. Coordinating the inspection of occupied PH property at least annually according to HUD and EHA criteria, creating inspection work orders, entering completed inspection work orders, charging tenants when appropriate and in accordance with the current Maintenance Charges, performing quality control inspections and properly notifying tenants of all inspections.
4. Providing reports and other information required to the ED and HUD, making deposits and handling other financial functions as assigned, closing monthly tenant accounting records and completing monthly Performance Report for review by the ED and all other functions required to efficiently manage the Public Housing Program. Handles transfer requests by tenants, investigates for justification and recommends action to the Executive Director.
5. Taking work orders from tenants, generating work orders, and coordinating with the maintenance department to make sure work orders are processed, preventative maintenance is completed, and turnover is performed on vacant units. Processing all completed work orders at the end of each month.
6. Accepting rent and making all dwelling rental deposits. Responsible for all tenant accounting records, assigning charges to tenants and verifying correct charges applied to and collected from tenants.

7. Handling tenant complaints/problems and directing tenants and applicants to the Grievance Policy and Procedures when needed.
8. Coordinating with the Executive Director to process evictions and court ordered collection of debts according to EHA policy when necessary.
9. Coordinating with the ED to provide resident programs, social and educational, publish newsletters for residents and other related tenant activities.
10. Carrying out general office functions as they apply to job. Greeting customers, answering phone, and directing calls as required. Dispersing general information concerning all PHA programs.
11. Implementing the Admissions and Continued Occupancy Plan and Equal Housing Opportunity Plan for the programs including all outreach to prospective applicants.
12. Recommending to the Executive Director changes in the forms, procedures, and methods used by the public housing program to meet changing conditions and requirements.
13. Responsible for all computer system requirements of the program including data entry, submission of data to HUD and pulling required data from HUD.
14. Aiding other staff as needed and performing other related assignments as required.
15. Coordinating with the Maintenance Department related to maintaining PH units.
16. Maintaining external relationships with tenants, the general public making in-person or telephone inquiries, HUD personnel, and other persons doing business with the HA.
17. Processing move-outs, returning security deposits and pet deposits when applicable, performing move-out inspections and creating unit turnover work orders. Notifying tenants of any uncollected balance owed to the HA and reporting this to the ED for write-off and collection efforts.
18. Following-up on monthly reports provided by the Executive Director as needed.
19. Performing End of Day, End of Month, End of Calendar Year and End of Fiscal Year procedures as required.
20. Working with the Executive Director and the Security Officer to ensure lease and policy compliance among tenants.
21. Coordinating proper notification of tenants and performing quality control inspections for the Section 8 and Public Housing programs.
22. Communicating with the tenants, Executive Director and the contractor on modernization of units; preparing reimbursement checks for tenant moving expenses and utility relocation charges.
23. Sending late letters to tenants in a timely manner when necessary.

This position is non-exempt from federal wage and an hour law which means that employees are entitled to appropriate overtime pay under the Fair Labor Standards Act.

SUPERVISORY RESPONSIBILITIES:

Coordinates with the Maintenance Department related to maintaining PH units; reports to the Executive Director and maintains external relationships with tenants, general public making in-person or telephone inquiries, HUD personnel, and other persons doing business with the HA. This position is non-exempt from federal wage and hour law which means that employees are entitled to appropriate overtime pay under the Fair Labor Standards Acts.

QUALIFICATIONS:

High School graduate, preferably with some continued education and specialization in business, computer literate with some administrative experience in business or public housing or property management, or any equivalent combination of training and development that provide the necessary knowledge and ability. Within one year of accepting the job, must certify as a PHM (Public Housing Manager) under HUD requirements. Must be insurable under the HA automobile insurance policy and maintain a valid State of Alabama driver’s license, pass initial drug/alcohol screening and be subject to random screening thereafter.

Updated by Board approval: September 28, 2021. Board resolution # 2021-47

I hereby certify that I have received a copy of this Job Description for Public Housing Coordinator.

Signature

Date