



## JOB DESCRIPTION

**Title:** [Housing Coordinator/Compliance Specialist](#)

**Reports to:** Director of Housing

**Department:** Housing/Case Management

**FLSA Status:** Full Time; Non-Exempt

**\*This position does not have remote capabilities**

### **GENERAL SUMMARY:**

The Housing Coordinator/Compliance Specialist will calculate rent and process new unit lease ups on all properties. Perform annual re-certifications. Completes move-in and move-out inspections for HEP/Everybody's Tabernacle (ET) owned and managed properties. Submit necessary work orders on all tenant properties. Originate and deliver delinquent and eviction notices. Schedule and attend all Housing Quality Standards (HQS) Inspections for Veteran's Affairs Supportive Housing (HUD-VASH) and Section 8 voucher holders.

### **PRIMARY JOB DUTIES AND RESPONSIBILITIES:**

- Collect rents and subsidies for all properties
- Calculate rent portion for guests/tenants, prepare leases, prepare Tenant Income Certifications, and rent calculation sheets
- Update internal database regarding rent payments
- Submit work orders as requested by Case Managers and tenants
- Prepares notices for collection/follow-up with tenants regarding payment for late fees and rent.
- Maintains rent roll
- Attend intake interviews for new move-ins and recertification's
- Manage VASH voucher program
- Assists Case Managers with briefing of families on rules and regulations of supportive housing program
- Schedule and attend all HQS inspections for HUD-VASH and Section 8 voucher holders
- Coordinate and communicate with case managers regarding reporting and compliance, as needed

### **SECONDARY JOB DUTIES AND RESPONSIBILITIES:**

- Assist in compiling data for reports due to monitoring agencies and HUD, as needed
- Completes move in/out inspection for HEP/ET owned and managed properties
- Attend weekly maintenance meetings
- Completes other duties as assigned



## **QUALIFICATIONS:**

**Education:** Minimum of Associate's degree or two-year college equivalent is required as is two (2) years' experience in public or private housing management operations. With a Bachelor's degree, must have one (1) year experience in public or private housing management operations. Education must be from an accredited school, college, or university.

**Experience:** Must have two years' nonprofit experience, demonstrated ability to work effectively with diverse populations, ability to perform basic mathematical calculations and demonstrate solid written and verbal communications skills. COS (Certified Occupancy Specialist) certification desired: must acquire within 90 days of hire. **Must** have knowledge on how to properly process residential evictions through the local court house.

**Skills and Abilities:** Good skills and demonstrated abilities in communication, both oral and written, sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups, coordination/cooperation, follow-through, interpersonal relations, attention-to-detail, use of basic language and math, following procedures/instructions-verbal and written, recording information-orally and in writing, public relations-internal and external. Ability to work under stressful conditions, working independently, ability to maintain confidentiality, crisis intervention techniques-verbal and physical, planning, problem solving, negotiating, adapting to change, decision making, scheduling own work, counseling techniques, organizing own work, housing condition assessment, accounting, computers and such others that are usually and customarily considered necessary for satisfactory completion of essential duties. Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups.

## **WORKING CONDITIONS:**

The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions

Sitting, standing, walking, bending, reaching, stooping

Ability to lift up to 35 pounds; anything more than 35 pounds requires team lift

Walking and standing on uneven surfaces around HEP campus

Comfortability with directly engaging with clients and completing home visits

**Must** have Current and Clean Florida Driver's License and successfully pass a background check as well as drug and alcohol screening

*The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*