



## **JOB DESCRIPTION**

Title: **Housing & Leasing Coordinator**

Reports to: **VP of Case Management & Housing**

Department: **Case Management**

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

The Housing & Leasing Coordinator is responsible for supporting the leasing and occupancy for HEP clients. This role coordinates unit lease-ups, rent calculations, annual re-certifications, documentation compliance, and communication between the housing division, finance/accounting, and case management to ensure timely placement and housing stability.

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

- Coordinate new unit lease-ups, renewals/recertifications for all HEP/Everybody's Tabernacle (ET) owned and managed properties.
- Prepare, process, and track lease agreements and housing-related documentation.
- Maintain waitlists, unit availability reports, and occupancy records.
- Manage Yardi software program and train HEP clients on the system.
- Collect rents and subsidies for all properties and document all updates in rent ledger.
- Calculate rent portions for clients, prepare leases, prepare Tenant Income Certifications (TICs), and rent calculation sheets.
- Submit work orders as requested by Case Managers and tenants.
- Prepare notices for collection/follow-up with tenants regarding payment for late fees and rent.
- Attend intake interviews for new move-ins and recertifications.
- Manage all housing voucher programs.
- Assist Case Managers with briefing of families on rules and regulations of the supportive housing program.
- Schedule and attend all Housing Quality Standards (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.
- Complete move in/out inspection for HEP/ET owned and managed properties.
- Attend weekly maintenance meetings.
- Communicate with appropriate parties regarding tenant eviction statuses.
- Completes other duties as assigned.

### **EDUCATION, KNOWLEDGE, AND SKILLS REQUIRED:**



#### HOMELESS EMPOWERMENT PROGRAM

- Associate's degree in social work, Human Services, Business Administration, or related field. Bachelor's degree preferred.
- Knowledge of housing programs, leasing processes, and rent calculation methodologies.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups.
- Superior verbal and written communication skills.
- Ability to perform basic and accurate mathematical calculations.
- Proficiency in Microsoft Office 365.
- COS (Certified Occupancy Specialist) certification desired (HEP will pay for training but must be completed within 6 months of hire).
- Enhanced knowledge of resources for the homeless population such as Asset Limited, Income Constrained, Employed (ALICE).
- Excellent time management, attention to detail, and organizational skills.
- Ability to work independently and as a team.
- Bilingual in Spanish a plus but not required for position.

#### **PHYSICAL DEMANDS & 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, etc.
- Ability to lift up to 35 pounds; Anything over 35 pounds requires a team lift.
- Walking and standing on uneven surfaces around the HEP campus.
- Comfortability with directly engaging clients and completing home visits.
- Occasional business travel required for role to support operations
- Current, valid Florida driver's license.
- Must be able to successfully pass a Level 1 & 2 background, motor vehicle registration check, regulated drug, alcohol, and DOT physical screenings.

*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.*