



HOUSING AUTHORITY

OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive - Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

JOB DESCRIPTION

JOB TITLE: OCCUPANCY AND ADMISSIONS ASSISTANT

TYPE: NON-EXEMPT

DEPARTMENT: ADMINISTRATIVE

SUPERVISOR: OCCUPANCY & ADMISSIONS SUPERVISOR OR DESIGNEE

JOB SUMMARY:

The Housing Authority of the City of Key West, Florida (KWAH) is dedicated to providing excellent customer service and assistance to its tenants, applicants, and landlords by employing and retaining a highly qualified and well-trained staff that supports its mission.

This position provides specialized screening and selection functions in determining eligible housing applicants for all housing programs. The Occupancy and Admissions Assistant will assist with applicant interviews, accept and process applications, maintain wait lists and select tenants from lists in accordance with the Housing Authority's Tenant Selection, Assignment Plan, and Administrative Plan.

JOB RESPONSIBILITIES:

- Assist in accepting applications for all housing programs, determining eligibility and rent based on verified information in compliance with Federal Regulations and Housing Authority policy.
- Assist in maintaining wait lists of applicants in order of preference for access to information regarding applicant's status, adhering to Housing Authority policy.
- Assist in maintaining applicant files in an orderly manner, with required documentation, assuring compliance with applicable regulations and policies.
- Assist in the selection of residents for housing based on Federal Regulations, the Housing Authority's Tenant Selection, Assignment Plan, and Administrative Plan; determine apartment size and rent at initial occupancy; verifies eligibility at admission; perform all necessary calculations; and ensure nondiscrimination in admission through adherence to applicable policies and regulations.
- Participate in various activities related to notification of approved applicants, orientation, and the processing and transferring of applicant file data to Housing Managers.
- Assist in filling vacancies from current wait lists for all housing programs, without regard to race, creed, color or national origin.
- Assist in maintaining records and prepare reports as required and/or requested by supervisor.
- Assist with the purge process of Applicant file/wait lists as required by Housing Authority policy to ensure efficient and timely response to available housing for all programs.



- Assist with preparation of monthly board reports for KWH & MCHA as requested by supervisor.
- Assist in Section 8 Lotteries.
- Assist with identifying upcoming and current vacancies by communicating with maintenance and housing staff.

EDUCATION EXPERIENCE:

- High school diploma or GED.
- Experience in general office procedures, public service agencies, or related areas is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the general operations and procedures of the Housing Authority.
- Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
- Knowledge of community/social services programs available locally and through local, state, and Federal agencies.
- Knowledge of modern office equipment including copiers, personal computers, calculators, facsimile machines, etc.
- Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
- Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, residents, HUD, the general public, and local, state, and Federal officials; ability to communicate with people from a broad range of socioeconomic backgrounds.
- Must be computer literate, perform basic typing skills, complete accurate mathematical calculations, enter statistical data into the central office computer and possess knowledge of basic office machines.
- Familiarity with manuals, directions, rules and guidelines issued by Federal and State agencies governing Occupancy and Admissions; and Local policies and procedures.
- Ability to greet the public and interact with the public and other employees in a courteous and helpful manner, presenting a positive image of the Housing Authority towards others.

COMPETENCIES:

- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and

grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

PHYSICAL DEMANDS:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at a time.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The requirements for this position are indicative of the mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted whenever possible.

Employment is subject to a probationary period of 12 months.

Signature

Date

Witness

Date