



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: HOUSING ASSISTANT

TYPE: NON-EXEMPT

DEPARTMENT: HOUSING

SUPERVISOR: HOUSING MANAGEMENT SUPERVISOR OR THEIR DESIGNEE

JOB SUMMARY:

This position provides on-site housing management services at housing project locations, conducts recurring and occasional functions to ensure the proper application and operation of property management, and all related Housing Authority and HUD policies, local, state and federal regulations. The position requires the exercise of good judgment, and sensitivity to tenant and public relation issues. Position incumbents have regular project management functions, requiring interaction with tenants, other Housing Authority staff, and staff of other public agencies and assist or provide coverage for other staff.

JOB RESPONSIBILITIES:

- Assist with the process of new tenants in accordance with Housing Authority policies and procedures.
- Perform annual recertification of tenants, interim rent adjustments and other tenant functions.
- Conduct all rent collection functions at any housing project, including:
 - receiving rent monies from tenants and issuing receipts;
 - making monetary deposits to Housing Authority accounts daily during normal rent payment periods and as required;
 - assist with daily statements of operation (DSO's) for Housing Authority Finance Department;
 - making ledger entries in tenant ledgers; as authorized & required.
 - Obtain documents as it pertains to rental adjustments, as appropriate, including late charges, maintenance charges, attorney fees, etc.
- Assist with processing documentation for the initiation of actions for evictions.
- Assist with the process of Notice(s) to Vacate, including notifying Maintenance of required inspection(s), securing of keys as authorized and required.
- Create notices to residents concerning rent, resident organization meetings, and other Housing Authority activities and services.



- Run criminal history checks and generates EIV Income Summary reports and Income Validation Tool checks for recertification.
- Maintain the maintenance and security of all resident files and other confidential information, ensuring that such confidential information will not be released without an affidavit from the resident and/or approval of the Executive Director or his designee.
- Conduct tenant meetings and other necessary interactions with residents, always mindful that they are our customers whom we should treat respectfully and that their homes are their private dwellings while staff are carrying out performance of their responsibilities.
- Support of and coordination with the Director of Maintenance and Maintenance Department staff, including:
 - assisting residents with, or processing maintenance complaints/problems, and posting tenant charges as appropriate;
 - assisting the Maintenance Director with oversight of all community maintenance and landscape activities and resident violations related to the overall maintenance of the project's property;
 - conducting "walk-through" inspections of property and/or units when designated to do so, and coordinating any work orders arising from this inspection process;
- Assist with or performs a variety of other administrative and accounting or financial tasks and procedures following Housing Authority policies and assisting other staff as required, including:
 - preparing Purchase Requisitions and Supply Orders for processing;
 - performing all assigned computer and file maintenance tasks;
 - preparing daily deposit slip(s) and daily balance sheet;
 - assisting with or performing bank balancing by checking against receipt copies and register tapes;
 - securing resident files and overall security of rental collection site;
 - preparing monthly calendars and other reports (to include monthly report) to Director of Housing or her designee;
 - meeting with Director of Operations, their designees, and residents, as needed, to support and facilitate the resolution of problems and other tenant issues;
 - assist in preparing and submitting articles for resident newsletter;
 - assisting the Director of Housing in the preparation of appropriate items for the Board of Commissioners' agendas, and attending meetings when required to report on items, or to discuss other agenda items;
- Assist with or facilitates the communication with a variety of social service and/or government agencies.
- Perform other duties as assigned by the Director of Housing, the Housing Managers, and his or her designees.

EXPERIENCE/QUALIFICATIONS:

- Completion of High School diploma, or GED, is the minimum educational requirement. Completion of an Associate Degree in Business Administration, Public Administration, or a related field is preferred.
- A minimum of two years' experience in general office procedures (clerical and bookkeeping), rental property management, public service agencies, or related areas. Experience may be

substituted for the educational requirements on a two-to-one basis; one year of experience for every two years of education required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office procedures, including basic typing skills, file management systems, and general computer operations.
- Knowledge of basic business mathematics and bookkeeping procedures.
- Ability to exercise discretion and good judgment concerning confidential matters.
- Strong organizational skills.
- Strong interviewing and interpersonal skills.
- Ability to work without direct supervision and the ability to take responsibility for meeting program goals.

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 request 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; remain 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 offer help when needed.

PHYSICAL DEMANDS:

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

SPECIAL REQUIREMENTS:

- Employee must be available to travel.
- Possess a valid driver's license.

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