

LEASING REPRESENTATIVE

DEFINITION

Under general supervision, performs a variety of technical and administrative duties in support of the Section 8 Housing Choice Voucher (HCV) Program; participates in and conducts leasing and inspection activities to ensure maximum utilization and program compliance; assists program participants with locating and securing housing; performs outreach activities to promote the Section 8 HCV Program to the city's landlord community; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification performs a wide variety of technical leasing and rental unit inspection duties and administrative tasks in support of the Section 8 HCV Program. Incumbents serve to relieve the Leasing Analyst and department management of performing technical detail work and are expected to function with very little direct oversight. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Authority activities, and extensive public contact. This class is further distinguished from the Leasing Analyst in that the latter is a professional classification responsible for developing and implementing leasing and related outreach strategies, and for performing complex analysis and monitoring of Section 8 HCV Program compliance and utilization.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a full-range and variety of routine and non-routine technical duties related to the promotion and lease-up of the Section 8 HCV Program.
- Schedules and conducts move-in, annual, and HQS inspections as needed to ensure consistent application of HUD and Authority requirements; maintains inspection files and prepares reports in compliance with HUD regulations; determines responsible party for necessary corrections/repairs.
- Assists Section 8 HCV Program applicants through the process of locating and securing permanent quality housing; provides information to voucher holders; performs outreach to landlords; schedules site visits and inspects rental units; assists with completion and compilation of necessary documentation; and assists with the coordination of moving activities.
- Negotiates initial rent and subsequent rental increases with landlords and/or property management companies in line with payment standards, rent reasonableness guidelines, and client's maximum allowable payment.
- Assists with the development and implementation of strategies to market the Section 8 HCV Program and successfully achieve leasing goals.
- Assists with the outreach and promotion of the Section 8 HCV Program to the community and private landlords; works with department staff to coordinate community events, special events, and

- promotional activities.
- Processes all move-in documentation accurately and timely to ensure lease-up of new housing assistance payment contracts; sets up and modifies accounts.
- Provides information and technical support to existing landlord community related to the Section 8 HCV Program, local property rental laws, and lease violations.
- Serves as a liaison and provides support to the city's private landlord community receiving housing assistance payments; answers questions and clarifies tenant contracts and terms to ensure retention of participating landlords; assists with the administration of the Authority's Landlord Incentive Program.
- Conducts informational presentations for new landlord and property managers participating in the Section 8 HCV Program; explains the program, participation, purpose, and benefits.
- Composes, proofreads and processes a variety of documents including letters, memoranda, and general correspondence.
- Maintains accurate and detailed records and files; updates information, researches discrepancies, and performs data entry; maintains documentation for leasing and inspection activities.
- Provides courteous, respectful, honest, timely and professional communication and information to all Authority staff, program applicants and participants, landlords, and the general public; utilizes effective de-escalation techniques as necessary.
- Assists with the preparation and maintenance of various reports
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, procedures, and techniques for conducting inspections of housing units.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Local property management and real estate companies and associations.
- Business mathematics and basic statistical techniques.
- Principles and procedures of record-keeping.
- Methods used to conduct housing inspections; specific property conditions that have the potential to endanger the health and safety of occupants.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Principles and practices of effectively negotiating rental and lease agreements.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Inspect and monitor sites in order to enforce a wide range of related housing codes and regulations.
- Draft and negotiate leases and other resident occupancy agreements.
- Understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and concise reports, correspondence, and other written materials.
- Perform accurate mathematic and statistical calculations.
- Define problems, establish facts, draw valid conclusions, and make sound recommendations.

- Handle sensitive and confidential information.
- Maintain accurate files and records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies as necessary to assume assigned responsibilities.
- Effectively multi-task and independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an associate degree in public or business administration, urban planning, or a related field and two (2) years of responsible experience performing inspection activities and administrative support work in a Section 8 Housing Choice Voucher or related program.

Licenses and Certifications:

- Possession of, or ability to obtain, an appropriate, valid California driver's license upon appointment and DMV driver record that meets the Housing Authority's insurability requirements.
- Possession of, or ability to obtain, a Housing Quality Standards (HCQ) certificate, issued by a recognized industry specialist, within one year of appointment.

PHYSICAL DEMANDS

When assigned to an office environment:

- Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

When assigned to a field environment:

- Must possess mobility to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, bend, stoop, squat, crouch, and grasp; strength, stamina, and mobility to perform light physical work; and hearing and speech to communicate in person, before groups, and over the telephone.

Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work both in an office environment as well as in the field and may occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees frequently interact with members of the public or with staff, sometimes under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

N/A

I have read and understand the contents of my class description.

Signature

Date