



## CITY OF ANN ARBOR, MICHIGAN JOB DESCRIPTION

# OCCUPANCY SPECIALIST

<b>Job Code:</b> 114550/60/70/80/90 (Level I-V)	
<b>Service Area:</b> Housing Commission	
<b>Service Unit:</b> Housing Commission	
<b>Salary Grade (Non-Union):</b> N/A	<b>Pay Scale (Union):</b> AFSCME 16, 18, 20, 22, 25 <b>CP:</b> No
<b>Exemption Status:</b> Non-Exempt	
<b>Accountable To:</b> Manager	
<b>Union/Non-Union:</b> Union	
<b>Union Name:</b> AFSCME	
<b>Essential Driver:</b> No      Waitlist Track – Yes	
<b>Responsible for supervising the following positions:</b> N/A	
<b>Description Prepared By</b> J. Hall 7/29/2016, updated 9/15/2020 HR Review – SS, TS, AW/ Union Reviewed and approved by Curt Morris on 9/1/2016; updated by HR-AW,SS and Jennifer Hall 9/7/2017/Union reviewed any approved by Curt Morris on 9/27/2017 J. Hall 9/2020; HR Review – AW, EAJ; Legal Review-MR 10/26/2020; Union Reviewed and Approved by Robert Sloan-12/15/2020; Updated by J. Hall 2/4/2021; HR Review- AW, EAJ; Union Reviewed and Approved by Robert Sloan 2/5/2021	

**Date Job Description Finalized**  
**2/5/2021**

**Role Summary**

Under the supervision of a Manager, an Occupancy Specialist is responsible for providing case management services for low-income housing programs. The Occupancy Specialist ensures that the tenants in the Commission's program are eligible to participate and are in compliance with all applicable regulations. The Occupancy Specialist maintains accurate and complete customer files and schedules interviews to complete compliance paperwork as needed.

**Duties**

Duties are performed under the direct supervision of the Manager or designee and may include the following:

Essential Duties

- Conducts income certifications by collecting and analyzing documentation, interviewing participants, entering data and drawing conclusions based on applicable Federal, State and other funder Guidelines
- Corresponds with third parties such as employers, financial institutions, and mainstream benefit providers in order to verify participant information
- Calculates the participants Total Tenant Payment (rent & utilities) based on their household characteristics and sources of income
- Determine utility allowances and rent reasonableness for apartments
- Completes annual EIV security training
- Complies with Fair Housing Laws
- Verifies data to ensure quality control in EIV and PIC related to participants
- Mediates, resolves tenant disputes pertaining to tenant rent, size, composition changes or any other tenant disputes based on program requirements
- Enter data into Yardi and complete 50058 submissions
- Investigates cases for fraud, documents those cases, utilizes multiple computer databases to retrieve and submits information regarding tenant status
- Implements updates of policies related to local, State, and Federal laws and regulations.
- Attends grievance hearings to provide documentation as applicable
- Coordinate with Finance Department to process payments correctly

**TRACK 1: VOUCHER PROGRAM**

- Processes annual and interim income certifications as needed to determine accurate tenant rent contributions and utility allowance reimbursements
- Coordinates with the Family Self Sufficiency Program for participants who are eligible
- Coordinates with landlords to execute HAP contracts and RTA's, complete unit inspections and approve unit for tenant's to lease-up
- Ensures correct payment standards and utility allowances are utilized
- Ensures that participants comply with the statement of Obligations of the Family
- Processes Voucher Portability request out of AAHC program
- Processes transfers and other changes of status
- Terminates program participants who are out of compliance or over-income

- Ensures that tenants that are eligible for the Earned Income Disallowance are properly calculated

**TRACK 2: WAITLIST Processes Voucher Portability request into AAHC programs**

- Complies with LIHTC, FHLB, CDBG, HOME, RAD PBV and any other funder requirements
- Manages all waitlists for the AAHC
- Coordinates with services providers to assist applicants with paperwork as needed
- Updates applicants information for waitlist
- Determine applicant eligibility and conducts voucher briefings with applicants
- Coordinates with private landlords to execute HAP contracts and RTA's, complete apartment inspections and approve apartments for tenant's to lease-up
- Ensures correct payment standards and utility allowances are utilized
- Shows different types of AAHC apartments weekly at multiple locations within the City of Ann Arbor to prospective tenants using a City vehicle
- Executes leases with new tenants and informs tenants of program rules, property features and tenant expectations

**Related Work**

- Refers tenants to Social Services and other community resources and agencies for additional assistance
- Performs duties related to case retrievals for review and examination
- Perform related work as assigned

**Knowledge of:** (position requirements at entry)

- HUD regulations related to multiple voucher programs
- LIHTC and other affordable housing programs
- SEMAP indicators as prescribed by HUD
- Fair Housing, Section 504, and reasonable accommodation requirements
- Public or Private property management including landlord/tenant law
- Human relations, cultural diversity
- Standard office procedures
- Basic office software applications (e.g. Microsoft Office, Word, Excel, Outlook)
- Basic mathematics

**Skills and Ability to:**(position requirements at entry)

- Maintain strict confidentiality of all tenant records
- Demonstrate clear, concise verbal and written communication
- Demonstrate well-developed organizational and time management skills
- Service low-income, elderly, and disabled individuals
- Communicate tactfully and positively with the public and employees
- Problem solve
- Use and understand office information technology
- Coordinate multiple duties

**Equipment**

Standard office equipment, PC, Fax, Copier, Calculator, Multi-line telephones, and other miscellaneous equipment.

Motor vehicle for Waitlist track only.

**Education, Training and Experience** (position requirements at entry)Required:

- Associate's Degree or higher level degree (Bachelor's Degree, Master's Degree). May substitute 4 years of experience with HUD housing programs such as HCV, VASH, Public Housing, PBV, PBRA, and/or CoC programs in lieu of Associate Degree
- At least two (2) years of experience in one of the following: Voucher Program, LIHTC Program or Property Management.

Preferred:

- Voucher program, LIHTC or Property Management experience: at least 4 years
- HCV Occupancy certificate or Certified Occupancy Specialist (COS), LIHTC certification and HQS Certification

**Licensing Requirements** (position requirements at entry)

- Valid Michigan Driver's License- Waitlist track only
- Track 1, 2: Have or be able to obtain Housing Choice Voucher Occupancy or Certified Occupancy Specialist (COS) certification within 1 year of hire
- Track 2: Have or be able to obtain Blended Occupancy (including LIHTC) certification within 2 years of hire

**Physical Requirements**

Positions in this class typically require: reaching, stooping, bending, talking, hearing, seeing and repetitive motions. Driving required for Waitlist track only.

Move and lift light objects less than 20 pounds such as mail, supplies and files. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

*The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*