

CITY OF ANN ARBOR, HOUSING COMMISSION
JOB DESCRIPTION

JOB TITLE: PROPERTY & COMPLIANCE SPECIALIST

Job Number: 114630/114640/114650/114660/114670 Date Finalized: 11/12/2020

Service Area: Housing Commission Service Unit: Housing Commission	Accountable To Director of Operations
Mission Statement Ann Arbor Housing Commission (AAHC) seeks to provide desirable housing and related supportive services for low-income individuals and families on a transitional and/or permanent basis. AAHC will partner with housing and service providers to build healthy residential communities and promote an atmosphere of pride and responsibility.	
Role Summary Under the supervision of the Director of Operations, the Property & Compliance Specialist is responsible for providing safe and affordable housing for low-income and special needs residents living in AAHC-owned properties. The Property and Compliance Specialist works directly with residents and service providers to ensure that residents are eligible to live in AAHC housing and maintain compliance with their lease and other applicable regulations. The Property & Compliance Specialist maintains accurate and complete customer files and schedules interviews to complete compliance paperwork as needed. Coordinates with Facility and Maintenance staff to ensure a high-quality living situation for residents.	
Duties Incumbent may be responsible for, but not limited to, the following duties: <u>Essential Duties Related to HUD Compliance</u> • 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 • Determines 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 at various property locations • Enters 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	

- Ensures that tenants that are eligible for the Earned Income Disallowance are properly calculated
- Ensures that participants comply with the Statement of Family Responsibility

Essential Duties Related to Property Management

- Executes annual leases and enforces lease provisions in accordance with landlord-tenant laws and AAHC policies
- Responsible for legal process regarding lease compliance up to and including eviction proceedings, court hearings, judgements and conditional orders
- Issues Lease Non-Compliance notices and Notices to Quit
- Responsible for engaging residents and organizing resident councils to strengthen resident governance and improve the quality of life in AAHC housing
- Coordinates with services providers to provide case management, community building, youth programming, daily living services, and life skills
- Meets regularly with supportive services staff to problem-solve, identifies resources and advocates for services needed to prevent evictions
- Creates work orders and serves as liaison between residents and maintenance staff to complete work orders
- Communicates with waitlist and maintenance staff to coordinate lease-up process
- Establishes effective rent collection strategies
- Works with Barrier Busters, State Emergency Resources, and other philanthropic agencies to help residents access rental assistance. Coordinates with Finance Department to process tenant rent, damages, and court fees
- Coordinates with the Family Self Sufficiency Program for participants who are eligible
- Provides notices for work orders and inspections to tenants at multiple locations within the City of Ann Arbor
- Adheres to all relevant procurement procedures when securing necessary supplies and equipment.
- Contributes to capital needs planning process
- Operates assigned properties within the constraints of the established budget.
- Coordinates with outside vendors such as lawn care, pest control and security as needed
- Ensures compliance with LIHTC, FHLB, CDBG, HOME, RAD PBV and any other funder requirements
- Performs duties related to case retrievals for review and examination

Related Work

- Prepares reports, manuals, forms, and letters
- Maintains a communication/interpersonal relationship with residents, Resident Councils, and supportive services
- Performs related work as assigned

Knowledge of:

- HUD regulations related to multiple voucher programs
- LIHTC and other affordable housing programs
- 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:

- 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, motor vehicle and other miscellaneous equipment.

Training and ExperienceRequired

- Associate degree (Public Administration, Human Services, Criminal Justice, Political Science, Business Administration or related field) 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
- 3 years of experience working in a HUD and/or LIHTC financed property
- 2 years of experience working with special needs populations related to housing such as working in a shelter, as a housing advocate working directly with landlords or in property management that houses special needs populations

Preferred

- Bachelor's degree (Public Administration, Human Services, Criminal Justice, Political Science, Business Administration or related field)
- Voucher program, LIHTC or Property Management experience: at least 4 years
- HCV Occupancy certificate or Certified Occupancy Specialist (COS), Blended Occupancy Certification and HQS Certification
- LIHTC Property Administration experience

Licensing Requirements

- Valid Driver's License
- Have or be able to obtain Housing Choice Voucher Occupancy or Certified Occupancy Specialist (COS) certification within 1 year of hire

- Have or be able to obtain Blended Occupancy (including LIHTC) certification within 1 year of hire
- LIHTC certification or 3 years working in a LIHTC-financed property

Physical Requirements

The physical demands described here are representative of those that must 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.

Positions in this class typically require: driving, reaching, stooping, bending, talking, hearing, seeing and repetitive motions.

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.

Description Prepared By

JHall 9/4/2020/HR Review – AW, EAJ 10/8/2020/Reviewed by Legal- MR 10/26/2020; Union Approved by Robert Sloan 11/12/2020