



**CAMBRIDGE HOUSING AUTHORITY  
Human Resources Department**

**Position Description**

<b>POSITION TITLE:</b>	<b>LEASING OFFICER II</b>	<b>GRADE:</b>	<b>9</b>
<b>DEPARTMENT:</b>	<b>Leased Housing</b>		
<b>REPORTS TO:</b>	<b>DIRECTOR OF LEASED HOUSING</b>		
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>	<b>UNION:</b>	<b>Teamsters</b>
<b>DATE APPROVED BY DEPARTMENT DIRECTOR:</b>	<b>8/14/14</b>		
<b>DATE APPROVED BY HUMAN RESOURCES DEPARTMENT:</b>	<b>8/14/14</b>		

**SUMMARY**

The primary purpose of this position is to assist the Leased Housing department by ensuring accurate and timely processing of all data related to applicants, participants and residents of both the leased housing programs as well as public housing. Incumbent will be responsible for a specific leased housing caseload but not necessarily the same caseload on a yearly basis. Incumbent is accountable for waitlist management, scheduling, eligibility, lease-up and file packaging in both the leased housing programs as well as public housing. Individual performs annual and interim certifications in the leased housing programs and if needed in public housing. In addition, the incumbent will sit as an active member of the Emergency Review Committee.

All activities must support the Cambridge Housing Authority’s (“CHA” or “Authority”) strategic goals and objectives and produce results that accomplish the goals of the Leased Housing department.

**QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

***Education and/or Experience***

High School Diploma or equivalent required. One to two years of college, business or technical school and previous work experience in a similar work environment is preferred. Experience in dealing with the public, particularly low-income, disabled or elderly individuals is desirable. Knowledge of the Housing Choice Voucher program or public housing is preferred. Fluency in multiple languages is desirable. An equivalent combination of education and experience may be considered.

***Technical Skills***

To perform this job successfully, an individual should have strong computer skills (MS Word, MS Excel, MS Access, and MS Outlook). Ability to learn other computer software programs may be required by assigned tasks.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The below statements describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Interviews applicants, participants or residents to gather information pertaining to eligibility, continued participation and initial lease-up

- Verifies information presented for eligibility, recertification and rent computation
- Determines participant/resident rents in accordance with current guidelines
- Prepares leases, contracts and other documents as needed
- Processes and implements rent increases by determining rent reasonableness and enters necessary adjustments into the computer
- Conducts annual and interim recertifications accurately and on a timely basis in the leased housing programs and public housing
- Tracks vacant public housing units and the maintenance of eligible/certified housing applicants
- Prepares ineligibility write-ups as needed
- Enters applicant, participant, tenant or unit information into the computer as necessary
- Prepares and maintains paper files for various programs with various requirements
- Maintains a working knowledge of program regulations and CHA policies and procedures to efficiently and accurately carry out position responsibilities
- Adheres to regulatory requirements as well as Administrative Plan and Admissions and Continued Occupancy policies
- Maintains specific knowledge of the various programs administered within the department and be able to communicate this information clearly, consistently and articulately either in person or by phone
- Attends weekly departmental meetings to discuss schedules, workloads, quality control issues and revised policies and procedures
- Participates as an active member of the Emergency Review Committee, performing initial intake, presentation of cases and recommendation write-ups
- Attends weekly Emergency Review Committee meetings

## **COMPETENCIES**

*To perform the job successfully, an individual should demonstrate the following competencies:*

### ***Behavioral Competencies***

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Job Competencies**

- Thorough knowledge of key policies, procedures, functions, and staff in the Leased Housing department
- Working knowledge of the various programs administered within the department
- Working knowledge of program regulations and CHA policies and procedures
- Ability to carry out assignments efficiently, accurately and as requested
- General clerical and administrative skills; good organizational skills and attention to detail
- Ability to perform simple mathematical computations accurately
- Ability to understand and follow oral and written instructions
- Ability to understand procedures and programs and to assist other in understanding such procedures and programs
- Ability to maintain confidentiality

**PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

**READ AND ACKNOWLEDGED:**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)