

OCCUPANCY ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves a mixture of clerical work and a number of duties requiring direct interaction with tenants. Occupants must be able to diplomatically and professionally handle situations that may involve strong emotions on the part of the tenants, while also having a high degree of competency in office tasks and the discernment necessary to handle the initial screening of applicants. Supervision over the work of others is not a responsibility of employees in this class. General supervision over this position is exercised by the Executive Director of the Housing Authority and the Occupancy Specialist. An Occupancy Assistant does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides initial screening of applications for residency to the Housing Authority including contacting references;
- Delivers termination notices and completes necessary paperwork;
- Collects rent from delinquent tenants in person;
- Delivers office correspondence to tenants and keeps bulletin boards updated with required directives;
- Collects and posts rent at the office;
- Completes various forms essential to the function of the Housing Authority;
- Acts as a liaison between maintenance and tenants; takes phone calls, prioritizes maintenance requests, and prepares and maintains work orders;
- Maintains a number of spreadsheets and databases related to inventory, utility usage by occupants, and other areas as needed;
- Communicates with and answers basic questions for tenants both in person and over the phone;
- Orders maintenance and office supplies and maintains inventory of supplies and equipment;
- Serves as receptionist and greets clients and/or visitors;
- Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;
- Sorts, date stamps and distributes mail and packages;
- Collects money from vending/laundry machines and transfers to the bank monthly.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of tenant selection and applicable provisions of public housing law; working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; working knowledge of software commonly used in clerical tasks; ability to operate an alphanumeric keyboard such as a word processor or personal computer at an acceptable rate of speed; ability to set up appropriate forms, charts and other tabular listings; ability to understand and follow oral and written instructions; ability to communicate effectively; ability to get along well with others and defuse potentially tense situations; accuracy; tact; calm; good judgment; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- (a) One (1) year of experience in property management; or
- (b) One (1) year of experience working in a governmental or not for profit agency that provides services to the public and clients.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 4/19/2012