

OCCUPANCY ASSISTANT **JOB DESCRIPTION**

General Summary

The Occupancy Assistant, hereafter referred to as the “OA”, assists the Occupancy Manager and Executive Director in the day-to-day operation of the South Haven Housing Commission’s Housing Programs.

The Occupancy Assistant is the front face of the organization and must have a very high level of customer service. The Occupancy Assistant is primary support to the offices of the South Haven Housing Commission. Responsibility for judgment, thoroughness, and competence is most important due to potential disruption of Commission operations, monetary loss, or adverse public relations.

The Executive Director shall provide day-to-day supervision of the Occupancy Assistant. In the absence of the Executive Director, a designee may supervise the Occupancy Assistant. Wherever “Director” is listed below, it is intended to mean the Executive Director or his or her designee.

An employee in this position may be called upon to do any or all of the following. This list is not intended to be all encompassing, and the Occupancy Assistant may be called upon to perform additional duties from time to time.

Requirements

- The ideal candidate must possess minimally a bachelor’s degree in Human Services, Business Management or Public Administration or have work experience that would be equivalent.
- Excellent customer service experience is a must.
- The successful candidate must have at least 2 years of office experience.
- Case management experience is preferred but not mandatory.

Qualifications

- The OA must have a broad knowledge of general office skills and equipment.
- The OA must exhibit a positive demeanor and possess good communication and conflict resolution skills.
- The OA must possess general computer skills and be familiar with the internet, e-mail, Microsoft Windows operating systems, and Microsoft Office software.
- The OA must have knowledge of modern office methods and procedures, filing, telephone etiquette, and office equipment as well as English usage, spelling, grammar, and punctuation.
- The OA must have the ability to perform duties with speed and accuracy without immediate and constant supervision.
- The OA must have the ability to maintain a good working relationship with all co-workers, residents, applicants, and the public and to use good judgment in recognizing scope of authority.

General Duties

- Assist with the Housing Commission's telephones, respond to clients at the lobby window and give accurate general information regarding the various housing programs provided.
- Professionally greet residents, applicants, Commission members, and visitors.
- Promote and market the South Haven Housing Commission's housing programs.
- Perform general office support work such as filing, scheduling appointments, coordinating meetings, maintaining Commission records in paper and electronic formats, etc.
- Properly file documents in a timely manner and maintain in secure, locked file cabinets.
- Prepare and distribute written documents.
- Keep files of public handouts up to date and stocked.
- Collect and organize data for projects as directed by the Executive Director.
- Accept payments for rent and other fees, prepare receipts and distribute receipts to program participants.
- Schedule, take, record, and process applications with accuracy for the South Haven Housing Commission.
- Enter resident, applicant, and other information into computer system, insuring that all information is correct and complete.
- Provide services to the residents of the Housing Commission and their resident organizations.
- Maintain confidentiality of all client information and other identified Housing Commission documents.
- Read and understand the ACOP, Administrative Plan for Section 8, and all Housing Commission policies for proper procedures and guidance.
- Follow policy and regulation, and state laws with regard to all housing programs.

**PLEASE APPLY BY SUBMITTING A COVER LETTER AND RESUME
TO DIRECTOR@SOUTHHAVENHC.ORG BY SUBMISSION
DEADLINE OF MAY 18, 2018**