

## **OCCUPANCY MANAGER** **JOB DESCRIPTION**

### ***General Summary***

The Occupancy Manager assists the Executive Director in the day-to-day operation of the South Haven Housing Commission's Housing Programs.

The Occupancy Manager, hereafter referred to as the "OM", performs duties with only moderate supervision following established procedures and deadlines. The Occupancy Manager has limited latitude to make decisions regarding priorities for both routine schedules and responses to non-routine and emergency situations. 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 Manager. Whenever possible, the Occupancy Manager shall report to the Executive Director in any of the areas listed below. In the absence of the Executive Director, a designee may supervise the Occupancy Manager. 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 Manager 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.
- The successful candidate must have at least 2-4 years of office experience.
- Case management experience is mandatory.

### ***Qualifications***

- The OM must have a broad knowledge of general office skills and equipment.
- The OM must exhibit a positive demeanor and possess good communication and conflict resolution skills.
- The OM must have prior experience working with low-income and diverse population.
- The OM must possess general computer skills and be familiar with the internet, e-mail, Microsoft Windows operating systems, and Microsoft Office software.
- The OM 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 OM must have the ability to perform duties with speed and accuracy without immediate and constant supervision.

- The OM must have the ability to maintain a good working relationship with all co-workers, residents, applicants, and the general public and to use good judgment in recognizing scope of authority.

### **General Duties**

- Collect and organize data for projects as directed by the Executive Director.
- Attend staff, Housing Commission, Resident, and other meetings as required.
- Assist Housing Commission and Director in the preparation of grant applications and operating budgets.
- Network with non-profit and other agencies to afford residents of the Housing Commission's programs opportunities for housing services and funding.
- Must maintain a low (<5%) Tenant Accounts Receivable at all times. Notify the Director if your TARS rise above this percentage.
- Accurately adjust Tenant Accounts Receivable with PRIOR approval from the Director.
- Process annual, interim, move-in, move-out, and other certifications and/or recertifications for public housing and/or Section 8 Voucher program.
- Read and understand the ACOP, Administrative Plan for Section 8, and all Housing Commission policies for proper procedures and guidance.
- Prepare documents for and interview residents for interim and recertifications with accuracy and according to policy, procedure and regulations.
- Review invoices, statements, and purchase orders when preparing payables. Process payments to vendors when reviews are completed by the Director.
- Maintain program integrity by insuring file information is accurately calculated and all required documentation is in the file.
- Properly file documents in a timely manner and maintain in secure, locked file cabinets.
- Make purchases and place orders for items necessary to maintain Housing Commission equipment and property only with the prior approval of the Director.
- Utilizing word processing software, spreadsheet software, and fee accountant software, compose correspondence and other documents, insuring that the documents are accurate, professional in appearance, and contain the proper grammar, spelling, punctuation, etc.
- Participate and assist in preparing comprehensive reports and compiling budget requests.
- Research, compile, and analyze data for special projects.
- Collect and assemble data and background materials for a variety of reports.
- Report safety and security incidents to the Director.
- 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.
- 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](mailto:DIRECTOR@SOUTHHAVENHC.ORG) BY SUBMISSION  
DEADLINE OF MAY 18, 2018**