



**Title:** Occupancy Specialist

**Reports To:** Executive Director, Brighton & Compliance

**Location:** Brighton

#### **GENERAL SUMMARY**

Assists the JCHE Compliance team in performing applicant/resident certification and re-certification processing for Section 8, Low Income Housing Tax Credit, and other government subsidies in a timely fashion. Provides administrative support to the Rental Office Manager.

#### **ESSENTIAL JOB FUNCTIONS**

- Processes resident-related documentation for all government subsidies, including annual and interim (re)certifications, EIV processing, and voucher processing, as needed.
- Proficient use of RealPage, an industry based software
- Processes move-in and move-out documentation of residents.
- Maintains accurate and complete manual tenant files
- Conducts in-person interviews with tenants, with an ability to effectively communicate rent determining process
- Provides assistance of this functioning to other JCHE sites as needed

#### **OTHER DUTIES AND RESPONSIBILITIES MAY INCLUDE:**

- Performs reception duties including filing, answering phones and greeting guests, as well as provide general application information, as needed
- Assists Rental Manager with Wait List processing
- Assists with resident issues as needed
- Performs additional duties, as assigned.

### **PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES**

- Prior experience in property management compliance for affordable residential communities preferred
- Certification for processing Section 8 and Low-Income Housing Tax Credit subsidies preferred.
- Fair Housing certification required
- Diploma, GED, or Associate's degree preferred
- Bilingual skills in English/Russian or English/Chinese preferred
- Excellent interpersonal and communication skills
- Detail-oriented and well organized
- Ability to work independently with flexibility to manage multiple responsibilities effectively
- Demonstrated capacity to respect and support older adults to live independent and dignified lives regardless of physical capacity
- Team-oriented
- Proficient in word processing, and spreadsheet software

### **SUPERVISORY RESPONSIBILITY**

- No supervisory responsibility.

### **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Normal office environment.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

*\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*