

Job Description

Title: Occupancy Specialist
Reports To: Housing Director
Department/Division: Housing Management
FLSA Classification: Non-Exempt
Employment Status: Full-Time
Date: July 14, 2026

Position Summary

Performs complex administrative and confidential support functions to assist the Housing Director in accomplishing the administrative and tenant accounting functions of the Public Housing Program. Uses judgement and initiative to perform a variety of tasks involving reception, data processing, secretarial and rent collection services for the department. These tasks are to be performed at a level that supports the Agency's efforts to achieve the highest rating on HUD's evaluation systems. The duties listed below are illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Answer's telephone, screens calls, and greets visitors in a courteous, professional manner, ascertains nature of their business and conducts guests to meet with appropriate person. Answers general inquiries from other employees and the public, in person and over the phone. Refers calls and/or visitors to other employees or departments as appropriate. Secures and transmits routine information on Agency programs as directed.
2. Reviews applications and documentation for completeness, logs applications and inputs data into computer.
3. Utilizes internet, telephone, email, site visits and inspections to obtain information to process paperwork on applicants and residents using Enterprise Income Verification (EIV).
4. Obtains backgrounds checks through submissions to Agency's approved third-party investigate service to obtain and/or verify background information.
5. Accurately enters waiting list application information into appropriate system, keeping information up-to-date, and ensuring correct coding. Ensures a fair and impartial process of placement of referred waiting list candidates into available vacant units.
6. Requests additional documentation from the applicant and/or references and/or makes field visits and/or visits to the applicant's place of residence when appropriate. Ensures that all requirements for written independent verification of information are met in an appropriate and timely manner.



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7. Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.
8. Conducts recertifications/certifications/interims/transfers in accordance with HUD and Agency policies and procedures. Request's bank, TANF, food stamps, employment, school/college, childcare verifications from appropriate agencies to complete recertifications/certifications.
9. Receives tenant payments and codes according to tenant code and site, records on the check and enters payments into the Agency software. Verifies accuracy and balance, prints report, print receipt, posts and prints a deposit slip.
10. Performs tenant accounting functions such as entering and posting cash receipts to tenants' accounts in a timely and accurate manner, posting (credits/debits), balancing, and reconciling tenant and landlord accounts, ensuring timely updating of system to reflect late rent.
11. Runs reports daily for outstanding balances, deposits, adjustments and documents the adjustments with proper documentation. Assures that everything balances before running the end of day report.
12. Review's security deposit refund information; forward to Housing Director if refund is required or follows procedures for collection if required.
13. Researches and resolves unapplied/unidentified cash receipts, reconciles payments and shortages and maintain auditable records.
14. Responsible for posting late fees or other fees, posting adjustments and posting bank drafts to tenant accounts.
15. Responsible for issuance of delinquent notices and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary.
16. Assists in preparation and maintaining information required for audits and/or HUD monitoring reviews.
17. As needed, provides amounts owed by tenants in order to determine a tenant's entitlement to all or part of their security deposit.
18. Send out late notices to resident; discusses lease violations and potential evictions with Housing Director.
19. Post's payments received towards tenant promissory notes and prepares monthly billing.
20. Processes tenant accounting transfers, including the preparation of move-out statements and deposits related security deposits to the new site security deposit account.

21. Receives incoming maintenance calls/notices from residents, vendors, contractors and staff concerning needed maintenance repairs of routine or emergency nature and responds in a courteous manner. Responds to process requests in a timely manner.
22. Accurately enters all work orders into the system and provides work order notification and tracking number to maintenance personnel and/or Property staff as appropriate to the situation.
23. Keeps a daily log tracking work orders generated, closed, and in progress. Update's status of all pending work orders along with placing all pest control issues reported by residents on the pest control log service.
24. Serves as a liaison between residents and Agency staff, address housing issues and complaints and refers significant concerns to the Housing Director.
25. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

High school diploma or possession of a certificate of equivalence of High School Achievement (GED), secondary training in secretarial skills and/or Associate's Degree and one (1) to two (2) years of relevant experience or an equivalent combination of education and experience.

Knowledge and Skills

1. Good knowledge of general office practices and procedures, including business English and arithmetic.
2. Knowledge of operation of a multi-line telephone system and usage of correct telephone etiquette.
3. Comprehensive knowledge of Housing rules, regulations, HUD procedures and policies.
4. Ability to treat callers, customers and visitors with unfailing courtesy, attentiveness and have a professional attitude.
5. Considerable knowledge of the Housing Authority's Admissions and Continued Occupancy Policies (ACOP).
6. Ability to meet and deal tactfully and courteously with the public and to establish and maintain effective working relationships with other employees.
7. Considerable skills in operating computer equipment, software packages, and general office machines.
8. Ability to communicate clearly and concisely orally and in writing.
9. Proper English grammar and usage, vocabulary, arithmetic, punctuation and spelling.

10. Ability to accurately and completely document in writing appropriate events and activities.

Supervision Controls

The employee receives assignments and instructions from the Housing Director. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures. The employee has no supervisory responsibilities.

Guidelines

The employee performs routine duties by following established HUD and Agency policies and procedures. These guidelines cover most job-related situations and the employee occasionally is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee normally consults the supervisor.

Complexity

The employee performs a variety of related, routine, and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

Scope and Effect

The employee's work affects other employees and clients. Successful accomplishment of administrative and managerial tasks by the employee can enhance the Housing Agency's ability to provide quality service to its clients.

Personal Contacts

Most of the employee's contacts are with Agency employees, and tenants. The purpose of the contacts is to give or exchange information, provide services, make decisions, negotiate, and resolve problems. Most contacts are structured or confidential in nature and the employee is expected to use normal tact and courtesy.

At times, contacts may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of work-related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.



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6. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Lebanon Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Lebanon Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

AUTHORIZED AGENCY REPRESENTATIVE

DATE

OCCUPANCY SPECIALIST

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