

Recertification Specialist, Chatham West I & II - Brockton, MA

LIHTC experience required

General Statement of Duties: Coordinates with resident households to collect necessary income, expense, and asset information to calculate rent and/or program eligibility based on affordable program type. Achieves and maintains timeliness of recertifications in line with agency and program requirements. Responsible for all phases of the recertification process.

Supervision Received: Reports to Property Manager, Assistant Property Manager, and/or Compliance Manager.

Supervision Exercised: No supervisory duties required.

FLSA: Non-Exempt

Essential Functions of the Position: (Any one position may not include all the duties listed, nor do the listed examples include all that may be found in positions of this class).

- Build relationships with prospective and current residents and coordinate all phases of the recertification process: interviews, processing, preparation and execution of applicable income certification documents.
- Utilizes property management software and other tracking mechanisms identify effective dates upcoming recertifications, drafts and sends notifications to households as applicable.
- Prepares document packages for annual/biennial recertifications. Interviews resident households to collect all applicable income, asset and eligibility information.
- Calculates and/or determines rent and/or continued program eligibility/compliance based on subsidy program.
- Runs applicable EIV reports and resolves any corresponding issues.
- Works in tandem with subsidy partners to ensure appropriate resident and subsidy lease charges are entered into property management software.
- Provides backup support to Occupancy Specialist as requested by a Supervisor.
- Fosters a positive, active and collaborative relationship with residents, communities and associated agencies.
- Enforces and adheres to company policies, rules and regulations.
- Works patiently, professionally and cooperatively with residents and staff to provide high quality customer service.
- Preserves and respects residents and applicants' confidentiality.

Minimum Qualifications:

Education and Experience: Associates degree or equivalent work experience required. Two years' sales/leasing experience is desirable.

Qualifications and Skills: Attention to detail required. Knowledge of subsidy regulations including but not limited to Project Based Section 8 and Low-Income Housing Tax Credit. Proficient in Microsoft Office and Excel. Highly motivated and able to work independently. Ability to handle residents or building emergency situations if needed. Excellent organizational and interpersonal skills required.

Beacon Core Competencies required for all positions: Teamwork, Integrity/Ethics, Dependability, Customer Focus, Adaptability/Flexibility.

Leasing Consultant Competencies required: Customer Service, Product Knowledge, Sales Skills, Communication, Internet Savvy.

Compensation: \$28.00 - \$32.00 per hour

Actual compensation is influenced by a variety of factors including but not limited to skills, experience, qualifications, and geographic location.