

# **Cruz Management**

## **Who We Are**

We are Cruz Companies, one of the oldest and largest, third generation, 100% minority-owned companies in the Northeast, we blend modern practices with traditional values of quality and integrity. Founded in 1948, we develop and construct landmarks, residential, and commercial projects. We do provide quality residential housing management services in the Greater Boston & New Bedford areas. Agencies we serve or work with include but are not limited; Massachusetts Housing Finance Agency (MHFA), Boston Housing Authority (BHA), Boston Metro Housing, Department of Housing and Urban Development (HUD), and private owners. We've also established Cruz C.A.R.E.S., giving back to our communities through scholarships, enrichment programs, and fun outdoor adventures. We are pioneers in progress and strive to elevate the communities where we work.

## **Occupancy Specialist**

Boston, MA

### **Description**

#### **Position Summary**

Occupancy Specialist performs day-to-day leasing and marketing activities related to apartment rentals, move-ins, recertifications, and lease renewals, at a market rate property.

#### **Essential Functions**

- Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner.
- Coordinates background information checks of tenants to be re-certified. Performs final eligibility verifications.
- Reviews lease documents for accuracy and completeness and executes leases.
- Prepares and completes Form HUD-50058 in an accurate and timely manner, sending it out to the Compliance Manager or Senior Staff/supervisor for quality control review prior to timely electronic submission to the Yardi Rightsources system.
- Collect and review interim transfer and re-certification information, evaluates, verifies, and calculates information and rent for re-certification and move-in.
- Explain rent calculations to tenants and assist with completion of re-certification materials as necessary.
- Prepare and send appropriate notices of rent adjustments in accordance with HUD regulations. Schedule and conduct re-examination interviews with tenants.

- Ensure proper verification methods/processing for each re-examination in accordance with HUD and Authority policies and procedures. Examine and resolve income discrepancies as necessary.
- Review and discuss non-compliant tenant issues with the Compliance Manager or Senior Staff to ensure clients are provided with a reasonable opportunity to meet requirements and to remain in compliance.
- May assist to process move-in and move-out data into system.
- Processes and maintains files and correspondence associated with the leasing/occupancy process.
- Accurately updates the system with system notes and ensures compliance with program requirements and regulations. Reviews resident/applicant files/folders and verification forms for accuracy and completeness as well as accurately inputs data into computer in a timely manner.
- Compiles statistical data and prepares reports related to Public Housing completed re-certification, applicant folders, occupancy, and residents as required.
- Document and investigate resident complaints and schedules appointments to discuss and initiate solutions or refer to the Senior staff as appropriate to the situation.
- Ensures privacy and maintains security of confidential materials.
- Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.
- Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.
- Other duties as assigned.

### **Knowledge, Skills & Certification Requirements**

- Minimum of 3-5 years of experience in Property Management.
- LIHTC, HOME, HUD Project Based Section 8.
- Microsoft Office Suite, Yardi experience a must.
- Conduct regular meetings with maintenance staff.
- Must be able to lift at least 20 pounds.
- NCHM, COS highly preferred.
- Demonstrated leadership skills in decision making, problem solving and interpersonal relations.
- Agility to manage stress and respond quickly and effectively to emergency situations.

- Skill in exercising a high degree of initiative, judgment, discretion, and decision making.
- Ability to collaborate effectively with diverse individuals at all levels.
- Ability to manage many tasks simultaneously and deal effectively with changing priorities.
- Ability to work in an environment with a diverse group of people.

### **Equal Employment Opportunity**

The facility is committed to the principle of Equal Employment Opportunity for all employees and applicants. It is our policy to ensure that both current and prospective employees are afforded equal employment opportunity without consideration of race, religious creed, color, national origin, nationality, ancestry, age, sex, marital status, sexual orientation, or disability in accordance with local, state and federal laws.

### **Americans with Disabilities**

Applicants as well as employees who are or become disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

This job description is intended to describe the general content and requirements of the job. It is not an all-inclusive statement of duties, responsibilities or requirements and management reserves the right to add or remove duties from particular jobs in order to meet patient or company needs. Significant changes to the position will necessitate a new or revised job description.

### **Employment Type:**

Full-Time

### **Work Schedule:**

Monday - Friday; 8am - 4:30pm

### **Employees at Cruz Companies enjoy these benefits:**

- 100% employer paid individual medical insurance plan
- 100% employer paid dental plan
- Vision
- Group Term Life Insurance (100% Employer paid)
- 401K Retirement Plan
- Flexible Spending Account
- Health Reimbursement Program (HRA) - Employer funded
- Involuntary Insurance Benefits - Sun Life, Aflac

- Employee Assistance Program (EAP)
- Free Parking
- Attractive Time-off benefit package
- Paid Holidays

**Salary Description**

\$50,000 - \$55,000 Annually

Interested candidates are encouraged to apply directly using the following link:

<https://recruiting.paylocity.com/recruiting/jobs/Details/1347658/Cruz-Management-Company-Inc/Occupancy-Specialist>. For questions, please contact Nicole Massey at [nmassey@cruzcompanies.com](mailto:nmassey@cruzcompanies.com).