

Position Title: Certified Occupancy Specialist

Location: Hartford, CT

Duration: Full-time

Salary: \$35,000

Send Resumes to: morgan@housing-hrc.com

General Statement of Duties: Interacts directly with prospective and current residents to achieve maximum occupancy. Responsible for all required paperwork for move-in from introduction to the actual occupancy of the resident to termination or move out.

Benefits: Medical insurance, paid holidays, vacation, sick and personal days.

Supervision Received: Reports directly to the Property Manager and Controller.

Essential Functions of the Position:

- Fosters a positive, active and collaborative relationship with residents, communities and associated agencies.
- Adheres to company policies, rules and regulations.
- Works patiently, professionally, and cooperatively with residents and staff to provide high quality customer service.
- Processes income certifications/recertifications and updates in Yardi database.
- Processes monthly Section 8 Housing Assistance Payment Billing.
- Coordinates and maintains waiting list and transfer list.
- Review lease packages and supplemental documents for new move-ins.
- Coordinates leasing to include intakes, interviews and processing and preparation of applications and their distributions.
- Answers phone calls from residents and takes maintenance requests and records any complaints as necessary.
- Takes rent from residents and makes bank deposits.
- Tracks accounts receivable and works with tenants regarding balances.

Minimum Qualifications:

Education and Experience: Certified Occupancy Specialist Designation is required. Minimum two years' experience in the field. Requires professional knowledge of multiple subsidy regulations and COS expertise gained through experience or education.

Qualifications and Skills: Basic math proficiency required. Spanish speaking preferred. Knowledge of subsidy regulations. Proficient in Microsoft Office and Excel; knowledge of Yardi helpful; highly motivated and able to work independently; ability to handle emergency situations and pressure due to complexity and time-sensitivity; excellent organizational skills; attention to detail; strong interpersonal

skills; high energy; ability to be an active team member within the Company. Preserves and respects resident and applicant confidentiality.

If you are interested, please send your resume to morgan@housing-hrc.com.