



Partners in Housing Partners in Community

Job Title: Occupancy Specialist
Reports to: HCVP Assistant Manager
Department: Housing Choice Voucher Program
Location: 1600 Kansas Avenue
Status: Non – Exempt
Salary Range: \$21.44 – \$32.20 per hour
Pay Grade: 5
Revision: June 2025

General Statement

Summary: Interacts directly with participants to assist and collect information needed to process them through the Housing Choice Voucher Program. Also interacts directly with landlords.

Duties and Responsibilities

Conducts interviews, appointments, orientations, voucher issuances, annual reviews, amendments, contracts, and movers with HCVP participants.

Maintains and updates participant files for continued eligibility for the HCV program.

Enters re-certifications and abatements into the computer.

Performs clerical work such as answering the phone and filing.

Computes lease/rent amounts, annual recertifications, and interim recertifications.

Re-checks own work and historical computations for accuracy on assigned caseload.

Assists other Occupancy Specialists, Managers, and Assistant Managers as needed.

Participates in training of new staff, including tracking performance.

Conducts meetings with participants.

Attends and participates in meetings and trainings with partnering agencies.

Organizes and computes files to determine rent subsidy for leases; reviews all accompanying documentation.

OCCUPANCY SPECIALIST

Explains Raise Up policies and procedures and HUD regulations to landlords and HCVP participants. Determines affordability for initial leases and informs the landlord.

Analyzes data on documentation for rent and subsidy determination.

Follows through with inspections, verifications, and other pertinent correspondence.

Provides special handling and guidance to special populations that include elderly persons and tenants with disabilities.

Performs other related duties as required.

Qualifications

Education/Experience: Associate's degree and one (1) year of customer service experience or previous experience determining property rents, or equivalent combination of education and relevant experience (High School diploma/GED minimum).

Language Skills: Ability to communicate effectively with staff, tenants, and landlords.

Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving.

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by Raise Up's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must obtain Occupancy Specialist certification within 18 months of hire. Customer Service training and Rent Calculation Certifications are preferred.

Knowledge, Skills, and Abilities

Proficient in Microsoft Word and Outlook.

Ability to become proficient in Raise Up software.

Possesses and/or able to acquire knowledge of HUD regulations, particularly regarding the HCVP.

Must be skilled in conducting self-audits and ensuring that current and historical computations are accurate.

Ability to speak Spanish a plus, but not required.

Ability to explain policies, procedures, and regulations to both landlords and tenants, resulting in mutual agreements between them.

Ability to describe specific problems in a file and to provide written documentation with these explanations.

Excellent interpersonal and communication skills to facilitate the interaction with the public, program participants, landlords, and all levels of Raise Up staff.

OCCUPANCY SPECIALIST

Requires excellent interviewing and case management skills.

Ability to work with and serve a diverse cultural, ethnic, disabled population, and relate to individuals at all socio-economic levels.

Exceptional internal and external customer service skills.

Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions.

Ability to prioritize and plan work activities and use time efficiently.

Ability to explain reasoning for actions taken and be able to clearly document such reasoning in writing.

Ability to maintain confidentiality.

Requires use of small office equipment, including copy machines and multi-line telephone systems.

Physical Demands/Work Environment

Physical Qualifications: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; ascend and descend stairs; speak, see and hear; and push, pull and/or lift up to 25 pounds occasionally.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

ADA/EEO Compliance

The Raise Up is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.