

GEORGETOWN HOUSING AUTHORITY

Title: Housing Assistant

Supervisor: Public Housing Manager

Salary: \$27,040 to \$30,160

SUMMARY: Under general supervision, interviews, investigates and verifies eligibility of clients for GHA housing programs; Maintains rent roll and monitors delinquent rent roll, issues delinquent notices and late payment charges on time; responds to requests for information within the scope of authority.

Duties and Responsibilities: *The following duties are not intended to serve as a comprehensive list of all duties performed in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Greets and assists clients, and makes them feel comfortable and welcome; collects data and provides information within scope of authority.
- Performs clerical duties such as answering telephone, filing and mailing correspondence.
- Assist persons applying for admission to housing programs; performs annual and interim reexaminations of client income and family composition, obtains information that verifies family composition and other factors affecting eligibility; resolves issues and assures effective communications with clients.
- Enters required information on application forms; assists in determination of eligibility and calculation of rent; conducts screenings and hearings to determine eligibility of applicants.
- Processes applications; maintains file on applicants; replies to inquiries regarding status of applications; makes offers to eligible applicants.
- Collects rent, security deposits, and other charges. Documents all funds collected and deposits funds into bank daily. Reviews account receivable reports daily and conducts documented collection activities for all delinquent accounts.
- Maintains rent roll and monitors delinquent rent roll, issues delinquent notices and late payment charges on time, and initiates eviction process when warranted.
- Performs move-in/move-out inspections, documenting all damages and repairs required and ensures all repairs are accomplished. Monitors maintenance work orders and applies charges when necessary.
- Reviews client files, verifies information, and maintains program documentation files and updates waitlists as required.
- Counsels clients concerning their rights and responsibilities under GHA policies and procedures.
- Performs clerical and administrative duties, including data entry, preparing and processing various documents, and maintaining client database files.
- Coordinates and schedules meetings and appointments as requested.

- Walks grounds and buildings daily to assure they are kept in a safe, sanitary and decent manner.
- Carries out inspection of all units, structures that will ensure resident compliance with housekeeping standards, and maximum scoring on REAC.
- Explains nature of GHA programs, procedures and services to clients; maintains absolute confidentiality of work-related issues, client records and GHA information.
- Demonstrates courteous and cooperative behavior when interacting with clients, visitors, and GHA staff.
- Performs other duties as assigned or required.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of GHA organization, operations, policies and procedures.
- Knowledge of HUD housing program regulations and eligibility requirements.
- Knowledge of basic principles of record keeping, case files and records management.
- Knowledge of business and personal computer hardware and software applications.
- Skill in updating and maintaining files, reports and documentation.
- Skill in establishing cooperative working relationships with employees and the general public.
- Skill in effective communication, both verbal and written.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Business Administration, Social Sciences or a related field; AND one (1) year of work experience in property management or social programs; OR an equivalent combination of education and experience.

Rent Calculation Certification required within one (1) year of appointment. Valid

Texas State Driver's License required.

**EQUAL OPPORTUNITY
THE HOUSING AUTHORITY OF THE CITY OF GEORGETOWN, TX WILL
NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL
ORIGIN, RELIGION, SEX, DISABILITY, SEXUAL PREFERENCE, GENDER
IDENTITY, GENETIC INFORMATION, VETERAN STATUS, FAMILIAL
STATUS OR AGE.**