



Housing Authority of the City of Freeport

Leasing and Occupancy Specialist Job Description

Reports to: Executive Director/Property Operations Manager
Supervises: None
Wage Status: Non-exempt, Part-time
Hourly Range: \$16-\$18/hour, Depending on Qualifications

Organization Description

The goal of the Housing Authority of the City of Freeport (HACF) is to provide safe, decent, and affordable housing, to low-income individuals and families, the elderly, and persons with disabilities. HACF owns and manages 178 conventional public housing units located within the City of Freeport, IL. HACF receives federal funding, technical and professional assistance through the Department of Housing and Urban Development.

Position Summary

The Leasing and Occupancy Specialist is responsible for implementing the HACF's leasing and occupancy policies and procedures in accordance with HUD, federal, local and other applicable laws, rules, policies, and procedures. Responsible for managing the application process, waiting list, lease-ups and annual re-certifications. Performs a variety of tasks related to the admission and occupancy of Public Housing low-income units. The specialist's position may require flexibility in the areas of working between the HACF's central office and various other sites, work schedule, duties, and responsibilities.

The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if work is similar, related, or a logical assignment in association with this position.

Major Duties and Responsibilities

1. Process applications, identify qualified applicants, manage the waitlist, and tenant selection plans while upholding all Fair Housing principles.
2. Compile required documentations such as income verifications, utility cost, medical expenses, homeless verifications, and disability verifications according to local, state, and federal funding policies for new move-ins and annual recertifications.
3. Assist in the completion of initial application intakes and retro rent processes and leasing up vacancies.

4. Assist with tenant community meetings.
5. Work and communicate with maintenance team, including entering and tracking workers.
6. Assist in recruiting participants for the FSS program.
7. Monitor the background screening process to ensure it follows HUD Regulations and Fair Housing Standards and that is solely used for determining eligibility according to HUD and the HACF's Admissions and Continued Occupancy Policy
8. Work in collaboration in completing tenant file audits.
9. Monitor and process change of information notifications to update tenant accounts.
10. Ensure tenants accurately complete annual re-certifications according HACF policies and procedures including sending/ delivering recertification notifications in a timely manner.
11. Schedule and conduct required recertification interviews that consist of the following:
 - a. Pre-determined questions and checklist of HUD required forms to ensure that all applicants and tenants receive the same information.
 - b. Using mandatory Enterprise Income Verification (EIV) reports as third party verification.
12. Process resident re-certification paperwork (annual re-certification and interim re-certification).
13. Recalculate rent and monthly payments.
14. Report finding of re-examinations (i.e. changes in family compositions, income) in a timely manner.
15. Assist with unit transfers processing and scheduling unit transfers.
16. Maintains a professional and friendly environment in the office when prospective and current residents are present.
17. Organizes applicant and tenant files to ensure timely completion of all steps in the leasing and/or recertification process.
18. Offers a high level of customer service to residents, applicants, service providers, and clients.
19. Schedules and conducts re-examination interviews with tenants.
20. Enter move-out data into the system.
21. Ensures privacy and maintains security of confidential materials.

Position Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Job requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills & Abilities

Knowledge of:

1. Federal, state, and local laws, rules, and regulations and Public Housing policies and procedures
2. Basic math principles sufficient to perform calculations for determining rent, resolving discrepancies, PIC and EIV errors.
2. Interview techniques.
3. Maintenance of records.

4. Operation of personal computer, related software, and other standard office equipment.

Skills:

1. Must be detailed oriented and organized.
2. Able to produce timely and accurate documents.
3. Able to work on multiple projects simultaneously.
4. Excellent written and verbal communication skills.
5. Provide excellent customer service.

Ability to:

1. Tactfully and courteously interact with public.
2. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
3. Ability to make routine decisions in accordance with administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner.
4. Ability to prepare clear, concise reports and make recommendations within scope of responsibility.
5. Resolve controversial issues.
6. Ability to work independently and in a team environment.
7. Communicate effectively (verbally and in writing).
8. Ability to deal effectively with situations requiring tact and diplomacy.
9. Handle phone calls; compose and reply to emails and text messages from applicants, participants, and the public.

Education and/or Experience

1. Associate's degree in social work, human services, psychology, counseling, business administration or two years' experience in related field, or an equivalent combination of education and experience. Bachelor's degree preferred.
2. Experience in customer service and working with mixed populations, disabled populations, families in trauma, and/or elderly.

Certificates, Licenses, Registrations

1. Certification in Occupancy Specialist and Rent Collection must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director.
2. Must hold a valid Illinois driver's license.
3. Must be able to pass a criminal background check.

Physical Demands

Position requires the following physical abilities:

1. Ability to sit, stand, or walk for extended periods.

2. Ability to bend, stoop, push, and pull in the performance in office related duties.
3. Ability to carry, handle, and move file folders, pens, and other common, light office materials.
4. Ability to read housing publications and related materials.
5. Ability to physically operate personal computers (Microsoft Office), copies, facsimile machines, telephones, and other common office machines and equipment.
6. Ability to establish and maintain an effective working relationship with other employees.
7. Maintain regular and consistent attendance and punctuality.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted and ventilated.

Additional Requirements

Attendance is an imperative job function.

Employees must fulfil the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Handbook or otherwise communicated (verbally or writing) to employees.

Applicant Acknowledgement

This job description is intended to describe the general nature and work responsibilities of the position. The duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments required by company officials. This job description does not constitute an employment contract between the company and any employee. The job responsibilities of this position may include cross-training in other functions to ensure satisfactory operation.

I have read the above job description, understand its contents and have had an opportunity to discuss with my supervisor or the hiring manager. By signing, I agree I understand what is expected of me and can comply with all requirements of this position.

Applicants are encouraged to submit a cover letter, resume and completed application to:

Housing Authority of the City of Freeport

Attn: Rachel Greenwood

1052 West Galena Avenue

Freeport, IL 61032

Or

Fax: 815-599-8985

Applications must be received by September 15, 2025, to be considered.

The Housing Authority of the City of Freeport is an equal opportunity provider and employer

Signature

Interim Executive Director

Signature

Leasing and Occupancy Specialist