



Job Title: Site Occupancy Specialist

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POSITION SUMMARY

Within established management operating and fiscal policy, the Site Occupancy Specialist assists the Community Manager in managing the day-to-day activities of maintaining compliance with each of the property's regulatory agreements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under general supervision of the Community Manager:

- Process applicants for move-in following Eden's policies and procedures.
- Tracks annual recertification dates for all households and sends annual recertification letters 120 days prior to the certification due date.
- Interviews households and obtains, appropriate documentation to verify income and assets.
- Completes annual recertification paperwork and submits the file for approval to the assigned auditor.
- Maintains waitlist and processes applications in conformance with compliance regulations and EHMI policies.
- Purges waitlist annually following Eden policy.
- Purges files annually following Eden's file retention policy.
- Coordinates Housing Authority inspections of vacant units prior to applicant's move-in day.
- Updates Eden's internal waitlist tracker with OPEN/CLOSED status monthly.
- Refers applicants to alternative housing if all available units are occupied or if the Wait List is closed.
- Ensures consistent application of Program (HUD, CHFA, RHCP, TCAC, etc.) rules and regulations.
- Prepares Project Status Reports (PSR's).
- Maintains a clean and well-organized office.
- Ensures consistent application of project rules and regulations
- Answers telephone and handle office interactions in a friendly, courteous, and sincere manner.
- May collect rent and accounts for monies collected; performs daily bank deposits, as needed.
- Sorts and distributes inner office mail.
- May orders office supplies.
- Schedules maintenance repairs, generates and files completed work orders and follows-up, as appropriate.
- Assists in resident move-in/out procedures and unit inspections.
- Compiles and maintains accurate written records of residents (e.g., Emergency Information, Incident Reports, etc.). Maintains resident files in a neat and orderly manner according to EHMI standard policies.

- Ensures consistent application of project rules and regulations.
- Walks the property daily and thoroughly and inspects exterior and interior common areas using approved checklist
- Maintains a businesslike and professional appearance.
- Promotes harmonious relations among residents, housing personnel and persons of the community. Demonstrates enthusiasm and stamina for housing project and position. Represents project in business related matters to the residents and to the community at large. Sensitive to the housing philosophies of the owner/sponsor.
- Maintains congenial relationships with all residents and resident service coordinator/agencies, is understanding of and sensitive to cultural background, economic status, those with special needs, and adheres to Equal Employment and Equal Housing Opportunity requirements.
- Exercises common sense, good judgement, consistency, and self-control in day-to-day contact with residents and in other business-related matters.
- Demonstrates company loyalty and integrity in all financial matters, in reports to supervisors and other management personnel, in relationships with residents and co-workers.
- Attends assigned training and may facilitate on-site safety meetings.
- Follows Eden's policies and procedures for accurately reporting time worked.

EDUCATION and/or EXPERIENCE

- One year of property management experience
- Proficient processing Tax Credit and/or HUD files.

PREFERRED SKILLS and/or ABILITIES

- Type professionally and accurately at a minimum of 40 wpm.
- Previous experience in affordable housing management a plus
- General understanding of preventive and ongoing apartment maintenance
- Computer literacy - PC hardware, YARDI software a plus.
- Proficient in word-processing and spreadsheet software (Word, Excel, Outlook).
- Self-starter, flexible, detail-oriented, and well organized.
- Ability to work independently and in a team environment.
- Experience working with diverse groups, i.e., staff, residents, outside contacts.
- Commitment to the companies' goals and philosophy.
- Passionate about equitable housing.

CERTIFICATES, LICENSES, REGISTRATIONS

- Prior experience with HUD or CTCAC properties required
- Valid California Driver's License and insurance required.
- Tax Credit Occupancy Specialist (TCS) or Certified Occupancy Specialist (COS) preferred.

LANGUAGE, MATH & REASONING SKILLS

Ability to read and interpret documents such as safety rules, governmental regulations, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of residents or employees of organization. Desirable second language skills may vary site by site. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to solve financial, maintenance and resident problems logically and creatively and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to recognize

appropriate time to refer residents to Manager or Service Coordinator. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

PHYSICAL DEMANDS

The physical/sensory/cognitive 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.

Physical:

- Approximately 50 percent of the job is done sitting, 30 percent standing and 20 percent walking. Frequently walks, stoops, bends, squats (to retrieve files or pick up debris), climbs stairs, walks on uneven ground, lifts items less than 15 pounds, and reaches at, below, or above shoulder level. Frequent face-to-face interactions with residents/staff/visitors and must speak clearly and articulate with extreme accuracy to give directions, talk on the phone, etc.
- Occasionally may lift items 16-50 pounds, push items 20 pounds, climb ladders, kneel, twist, or grasp/pull/carry/push equipment such as janitorial carts, vacuums, brooms, or mops. Must occasionally withstand heights up to the number of stories in the building.
- Able to walk up and down stairs.

Vision:

- Must pass the California driver's license vision test. Must be able to proofread documents, read policies and procedures, contracts, forms, hand-written information, and other information.

Hearing:

- Must be able to receive verbal information/instructions over the phone and in person. Must be able to distinguish the sounds made by emergency equipment from other environmental sounds.

Smell:

- Must be sufficient to detect foreign/unpleasant odors while walking through buildings, such as a natural gas leak.

Concentration:

- Must be able to concentrate despite constant interruption.

Attention span:

- Must be able to attend to tasks for more than 60 minutes at a time.

Conceptualization:

- Must be able to remember verbal/written information for unlimited periods of time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The 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.

JOB DESCRIPTION REVISION

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.

Eden Housing is an equal opportunity employer. Eden Housing does not discriminate based on race, color, religion, sex, disability, familiar status, national origin, or any other arbitrary basis.

MUST BE FULLY VACCINATED