



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	QHA-4200-024	Last Revised:	06/14/2013
Position Title:	Homeownership Occupancy Specialist (HOS)	Department:	Qualla Housing Authority
Reports to:	Housing Services Manager	Division:	Housing

Primary Function: The Homeowner Occupancy Specialist performs a variety of responsible technical duties involved in determining initial and continuing eligibility of applicants and recipients for the following Qualla Housing Authority's Housing Programs: Home Ownership Rehab Program, Bertha Saunooke Heights Home Program, Tribal Solutions to Affordable Living Arrangements by Group Initiative (T.S.A.L.A.G.I.) and Mobile Home Program. The Homeowner Occupancy Specialist counsels and advises participants of the Housing Authority's applicable policies, procedures, regulations, and guidelines. Must be able to train and certify homebuyers of homeownership in financial management, credit counseling, and maintenance. Must work closely with local emergency, police and Court System on a regular basis. Must work with DSS and departments associated with DSS with information that must remain confidential. The Homeowner Occupancy Specialist carries out due diligence regarding housing program applicants and participants. Handles day to day operations of the Home Ownership Program.

Job Duties and Responsibilities:

- Perform application intake, re-certification, and processing and follow up of applications for the Homeownership and Rental Programs as needed.
- Maintain Homeownership waiting list and update as necessary (change of address, phone numbers, family composition, etc.). Waiting list will need to be turned in monthly to Supervisor.
- Maintain the system for notification of annual update of application and re-certification.
- Must process applicants referred by the HIP Program with denial letters if not qualified for QHA programs.
- Must be able to keep material, records and other information (Police reports, DSS information, complaints, personal information, etc.) confidential as required.
- Perform background, criminal history, and previous landlord checks on applicants. Keep up to date on surrounding county newspapers for criminal activity of homebuyers.
- Serve as the certified instructor for homebuyer classes required for all applicants.
- Must be able to calculate and adjust accounts as necessary in a timely manner.
- Process income verification and re-verification of all participants in the Homeownership Programs.
- Have the knowledge to explain the methods used in the computation of monthly payment and be able to show participants how income is computed and be familiar with all federal regulations governing same.
- Be able to prepare, understand and communicate the Homeowner Occupancy Agreement and any other documents pertaining to the programs to applicants and homeowners clearly and concisely.
- Must be able to verify with utility companies of homebuyers moving in and out. Responsible for maintaining temporary service to units vacated. Verify with Duke Energy, Haywood Electric, Tribal Utilities, EBCI Water & Sewer, and Propane companies any invoice that is suspicious or charged to QHA.
- Must be able to coordinate all correspondence in a timely manner (late letters, eviction notices, breach of contract letters, new policies, etc.) and file in homebuyer's files.
- Must keep all homebuyer files organized and up to date.

- Keep updated homebuyer maps supplied to emergency programs for Bertha Saunooke Heights, Rough Branch, and Fisher Branch housing.
- Ensure that homeowner responsibilities are being followed.
- Refer all complaints and breach conditions of lease and occupancy agreements to the Housing Management Director.
- Work with Rehab/Construction Department before and after tenancy to keep all units ready for occupancy.
- Work with Inspector to ensure all units are inspected annually.
- Must be willing to travel to Snowbird Community once a month to take payments, and do applications and recertification for homebuyers.
- Must possess knowledge of MEPA (Monthly Equity Payment Allowance) can be used. Direct all MEPA requests to Accounts Receivable Processor.
- Have the ability to communicate with others effectively, both orally and in writing, in working out solutions to problems or questions relating to homebuyers.
- Have the ability to work with confidential information and not divulge same.
- Have the ability to answers questions accurately of all homeownership programs.
- Must be familiar with other programs offered such as: Rental Program, Down Payment Assistance Program, Home Purchase Program, Rehab Loan and Rehab Grant Program.
- Maintain a positive, friendly, and helping manner in dealing with clients, visitors and customer.
- Must be able to work a 40 hour work week and overtime as needed or requested.
- Be able to provide other assistance and perform duties in the implementation of the homeownership/ rental programs as required by the Housing Services Director.

Education /Experience:

An associate's degree in Business Management, Planning or related field is required along with a minimum of five (5) years of experience in housing management. Experience in accounting or related field with basic knowledge, would provide skills necessary to learn the job. Work experience in the position of six to nine months would be necessary to become proficient in all phases of the job. Required to attend training and receive certification requirements to become a Certified Occupancy Specialist and Homebuyer Counseling Certification.

Job Knowledge:

Must have good knowledge of general office procedures (typing, filing, record keeping, etc.). Must have basis mathematical skills required for data collections, evaluations, and analysis for the preparations of reports. Ability to write clearly and concisely is important. Ability to recognize and understand problems of low-income residents is necessary. Must be able to relate to residents in a courteous and professional manner. Knowledge of social service agencies and their services is required. Must be able to operate a computer and required software, calculator, telephone, copy machine, facsimile and other office equipment as required. Must be knowledgeable or willing to learn Federal Regulations regarding Homeownership Programs and must keep up to date on regulations. Ability to organize and prioritize workload. Must possess a valid North Carolina driver's license and must be qualified to operate a QHA vehicle.

Contact with Others:

An ability to deal effectively with coworkers, homeowner applicants and tenants in the exchange of information. Has contact by phone with social service agencies and others where a positive image must be presented. Having strong problem solving and negotiating skills are essential. Nature of contact requires the use of courtesy and business etiquette.

Confidential Data:

Must access confidential information from clients such as income, household makeup, and social service programs which they are participating in. Must adhere to all confidentiality policies and procedures. Perform background checks for criminal and drug related charges.

Mental /Visual

Close concentration and attention to detail are required for data entry and proofing procedures. Subject to frequent interruptions requiring varied responses. Job duties require visual acuity;

- /Physical Effort:** manual dexterity; and the ability to read, write, speak, hear, walk, sit, stand, bend, and reach with arms and hands.
- Environment:** Work in a normal business office environment setting which will have frequent visitors and phone calls creating slightly above average noise levels. Occasional field visits. Travel required for training.
- Responsibility for Accuracy:** Must insure that homeowner income is calculated right on applications. Must insure that homeowners' payments are calculated properly and applied promptly. Proofing and editing procedures would detect most errors on correspondences.
- Resourcefulness & Initiative:** Judgment, initiative, and problem solving skills are required to maintain accuracy and work efficiently. Demonstrates effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide excellent customer service.