



## Title: Housing Operations Coordinator

FLSA Status: Non-Exempt

### BRIEF DESCRIPTION:

The purpose of this position is to act as a liaison between the PHA residents and the Housing Operations Department. This is accomplished by overseeing the quality control of re-certifications, transfers and lease breaches. Will assist Property Managers as needed and supervise subordinates as required. Other duties include assisting the Director of Housing Operations as requested.

### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Review and analyze documents for accuracy pertaining to income, assets, deductions, (medical; childcare) rent calculation, coding and compliance for quality control purposes. Direct oversight for maintenance and review of recertification and checking interims for errors; imputing interims into computer system and filing system. Monitor and review move-in files for accuracy and compliance. Refer suspected fraud cases for investigation.	50%
2	L	Performs other related duties by sending transfer requests to the Director of Housing Operations and Executive Director for approval; researching resident complaints; assisting the Director of Housing Operations; and gathering information for reports; attending all Manager and Departmental meetings. Provide support to resident councils.	30%
3	L	Supervises/Assist with the operations of the Department by overseeing completion and quality of job tasks; ensuring that all security monitoring equipment is in working order; overseeing the entry card system; organizing drivers schedule and bus maintenances. Provide any office support as needed.	20%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Driver's License



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	<b>X</b>	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C	F	O	R	N
Constantly 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	R	communicating with co-workers, making presentations, observing work duties
Sitting	C	desk work, driving, meetings
Walking	O	to other departments/offices/office equipment
Lifting	O	files, supplies
Carrying	F	files, supplies
Pushing/Pulling	O	file drawers
Reaching	F	for files, for supplies
Handling	C	paperwork
Fine Dexterity	C	calculator, computer screen, telephone pad
Kneeling	F	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	F	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	F	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	C	from computer to telephone
Climbing	R	stairs
Balancing	R	on step stool
Vision	C	computer screen, driving, reading
Hearing	C	communicating with co-workers and public and on telephone
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	O	driving
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computer, fax machine, copier, printer, scanner, telephone, Microsoft Office Suite, other related software, vehicle

**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	N
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

	_____ Signature of Employee	_____ Date
_____ Job Title of Supervisor	_____ Signature of Supervisor	_____ Date
_____ Job Title of Department Head	_____ Signature of Department Head	_____ Date

Comments: \_\_\_\_\_  
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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.