

## **TENANT SUPERVISOR**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a supervisory position with the responsibility for interpreting and implementing Housing Authority and Housing Urban Development policies and procedures with regard to determining eligibility and selections of applicants and the continued eligibility of Municipal Housing Authority tenants. This position also oversees the resident initiative programs. General supervision is received from the Executive Director and direct supervision is exercised over employees in the housing occupancy division.

### **TYPICAL WORK ACTIVITIES:**

1. Makes daily visits to assigned projects to follow up on delinquent accounts;
2. Establishes and maintains liaison with community agencies and organizations providing family and social services;
3. Evaluates and negotiates increases in public assistance and prepares schedule of rents and other charges;
4. Organizes, develops and directs tenant selection functions;
5. Supervises the tenant application pool and ensures the proper selection of tenants;
6. Supervises, oversees and coordinates staff to ensure that Housing Authority rent collection and tenant selection policies and procedures are carried out in an appropriate and timely manner;
7. Conducts follow-up visits to insure that all housing units are satisfactory;
8. Conducts joint inspections of housing units with new and vacating tenants;
9. Counsels tenants who are not complying with policy and/or procedures;
10. Meets with leaders of tenant organizations to improve participation, plan meetings and to suggest ideas for programs ;
11. Coordinates transfer requests due to changing housing needs and emergency situations and monitors the results;
12. Initiates and coordinates the preparation of legal documents for nonpayment of rent and other violations;
13. Does related duties as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of housing tenant selection and rent collection accounting principles, practices and procedures; thorough knowledge of local, State and Federal housing laws, rules, regulations and ordinances; good knowledge of the techniques of interviewing and counseling; good knowledge of available community resources and facilities; ability to deal effectively with persons of diverse economic, social and ethnic backgrounds; ability to read and interpret guidelines and regulations including Public Housing Law and Codes; ability to plan, direct and supervise the work of others; ability to learn and utilize various software packages for word processing, financial management, etc.; ability to communicate effectively both orally and in writing; good powers of observation, perception, and analysis; good judgement; accuracy; tact; courtesy; integrity; initiative; physical condition commensurate with the demands of the position.

**TENANT SUPERVISOR** (Cont'd)

**MINIMUM QUALIFICATIONS:**

- EITHER:       (A)     Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree and one year of full-time administrative or supervisory work experience in social, community or human services, which included interviewing or counseling in a supervisory or administrative capacity;
- OR:            (B)     Graduation from a regionally accredited or New York State completion of sixty (60) credit hours of study at a regionally accredited or New York State registered college or university and three (3) years of full-time work experience in social, community or human services, which included interviewing or counseling, of which one year was in a supervisory or administrative capacity;
- OR:            (C)     Five (5) years of full-time work experience in social, community, or human services, which included interviewing or counseling, of which one year was in a supervisory or administrative capacity;
- OR:            (D)     An equivalent combination of the training and experience as indicated above.

**SPECIAL REQUIREMENT:**

Possession of a valid driver's license at time of appointment.

HU4308

ADOPTED:    12/01/94

REVISED:    06/27/95