

# AURORA HOUSING AUTHORITY

**Job Title:** Occupancy Specialist  
**Reports to:** Director, LIPH Program

**FLSA Status:** Exempt  
**Department:**

**Position Summary:** The Occupancy Specialist performs case management duties associated with rental assistance for the LIPH & HCV Program.

### Essential Functions:

- Schedule and interview households for the LIPH/Voucher program
- Review applications, verifies income and background, references and household composition to determine applicant eligibility and notifies applicants of either admission or declination
- Maintains contact either in person, via phone or mail with applicant to ensure accurate information and timely submission of documents
- Creates and maintains files for each applicant
- Screen, verify and determine the eligibility and suitability of all applicants for housing in accordance with ACOP/Admin Plan
- Select qualified applications from the waiting list and offer them appropriate housing in accordance with ACOP/Admin Plan that achieves the timely leasing of units
- Sets up contract agreements, calculates rent, works with Property Manager to resolve issues and concerns
- Prepares monthly reports
- Understands principles of records and file management
- Knowledge of intermediate mathematical calculations
- Understands rules and regulations of the LIPH & HCV Program
- Ability to read and understand legal jargon and documents such as HUD regulations and leases
- Perform other duties as assigned

### Success factors/job competencies:

- Computer proficiency with Microsoft Office Suite products and a variety of other software applications
- Excellent interpersonal and communication skills
- Planning – ability to think ahead and plan over a one-to two-year time span
- Management – multitask and organize multiple priorities
- Technical skills in record retention protocols
- Commitment to company values

**Physical demands and work environment:** The physical demands and work environment characteristics described here are representative of those which 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 demands: While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Work environment: The noise level in the work environment is usually moderate.

### Qualifications Required:

- High School Diploma and three years relevant housing/occupancy specialist, case management or related work in property management or public housing experience; or
- Must have an accredited Occupancy Specialist Certification (Specialist of Occupancy or HCV Specialist Certification) or the ability to obtain within 6 months of hire
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

Office use only:

Approval/revision date: \_\_\_\_\_ By: \_\_\_\_\_ Title: \_\_\_\_\_

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**Qualifications Preferred:**

- Associate's degree from an accredited college or university with a major in Finance, Information Technology, Urban Planning, Business/Public Administration or related field

**Performance standards:**

- Annual performance appraisal
- Attainment of annual goals established between supervisor and employee

Office use only:

Approval/revision date: \_\_\_\_\_ By: \_\_\_\_\_ Title: \_\_\_\_\_