



Position Description

Position Title:	Landlord Liaison	Department:	HCV
Reports to:	Program Support Team Lead	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to provide reporting support regarding lease-up, re-certification, and move-in processes to ensure that property owners and landlords are processing documents and performing customer service within the goals of the HCV department.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Compiles and maintains Rent Reasonableness system data for tracking and reporting processes.
- Monitors customer satisfaction regarding landlords/owners and prepares customer satisfaction reports.
- Resolves landlord / owner questions, inquiries, issues, or complaints in person and/or via phone, email, fax, or correspondence.
- Updates owner, landlord, and/or property database and filing system.
- Assists with the preparation of lease documents and closing process.
- Establishes professional customer or vendor relationships.
- Conducts marketing surveys, data collection, and data entry.
- Assists with the solicitation of prospective landlords and owners to participate in CH programs.
- Assists with the scheduling of meetings; attends and participates in meetings, hearings, projects, or events.
- Updates and maintains voucher numbers within the computer system.
- Maintains and coordinates portability process.
- Gathers data pertaining to the admissions and occupancy of units assisted in the HCV program.
- Monitors referral and success rates of applicants in the HCV program.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.



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Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties, particularly in relation to the Housing Choice Voucher Program.
- Knowledge of the local, state, and federal laws governing the Housing Choice Voucher Program, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
- Skill in providing instruction on the HUD and CH Housing Choice Voucher Program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
- Ability to establish and maintain effective working relationships with co-workers, landlords/property owners, consultants, contractors, tenants, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing CH and/or HUD.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to select new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.



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Education and/or Experience

Bachelor's Degree in business administration or related field and a minimum of three (3) years of administrative experience in the HCV or other subsidy related program. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical 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.

Daily movements include driving; sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport over 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]