



### Position Description and Vacancy Announcement

|                       |                      |   |                              |
|-----------------------|----------------------|---|------------------------------|
| <b>Position Title</b> | HCV Landlord Liaison | <b>Department(s)</b>                    | Housing Choice Voucher       |
| <b>Reports To</b>     | HCV Manager          | <b>Employment Status</b>                | Full-Time                    |
| <b>FLSA Status</b>    | Non-Exempt           | <b>Salary and Grade (Compease 2023)</b> | \$16.37 - \$24.56<br>Grade 7 |
| <b>Date Posted</b>    | January 11, 2023     | <b>Date Closed</b>                      | Open Until Filled            |

#### Summary

The primary purpose of this combined position is to oversee and coordinate landlord outreach efforts for the Emergency Housing Voucher Program (EHV). The incumbent provides housing search assistance to EHV clients who are experiencing homelessness, fleeing domestic violence, formerly homeless, or at risk of homelessness. The incumbent responds to property owners' questions and inquiries and performs landlord outreach efforts that include meeting with various interested parties to discuss the advantages of participating in the EHV Program, on-site visits at apartment complexes or realtors' offices, and conducting presentations and attending meetings where interested parties may be present. The position also provides other case management functions.

#### 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.

#### Landlord Liaison Functions

1. Oversee and coordinate landlord outreach efforts for the EHV program, including: meeting with interested parties to discuss the advantages of participating in AHA's Housing Choice Voucher Programs (HCV); on-site visits at apartment complexes or realtors' offices; establishing partnerships with local housing agencies, including the Apartment Association, Board of Realtors, Chamber of Commerce, and other local agencies with an emphasis on recruiting additional property owners willing to lease their properties to participants of the EHV program.
2. Coordinate and conduct informational and educational seminars for EHV property owners/managers and EHV participants.
3. Promote and maintain AHA's landlord portal providing property owners/managers access to housing assistance payment information, year-end tax documents, and request rent changes.
4. Create and update informational materials that promote the benefits of leasing to EHV clients.

5. Participate and represent AHA at meetings and other public events related to EHV client housing and landlord recruitment.
6. Promptly respond to participants, property owners, and caseworkers' questions and inquiries related to EHV housing and landlord-related issues.
7. Provide information to EHV participants about available housing options and how to choose quality housing.
8. Transport EHV clients for property viewings, lease signings, and housing-related appointments, as needed.
9. Negotiate with landlords to reduce barriers to entry for EHV clients by leveraging available tools and incentives.
10. Provide support and technical assistance to landlords to help bridge gaps in understanding about leasing to the EHV target population.
11. Maintain landlord relationships and assist to keep a database on properties and landlord contacts current.
12. Maintain and update an inventory of affordable housing opportunities within AHA's jurisdiction and provide a list of housing services and resources available to EHV participants.
13. Maintain communication with the landlord pool to assess needs and serve as a mediator for housing issues that may arise.
14. Request and/or process payments for allowable costs from the EHV services fees budget.
15. Assist with EHV services fees, budget tracking, and management.
16. Assist with writing, developing, and improving policies, procedures, forms, performance measures, and tracking tools to ensure efficient lease-up of EHV participants and other special program participants.
17. Complete other 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 the Authority. Uses appropriate judgment and decision-making in accordance with the level of responsibility.

*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 an 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 team success above own interests; supports everyone's efforts to succeed.

### **Job Competencies**

1. Knowledge of HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
2. Ability to set priorities and to work independently and efficiently to manage individual responsibilities and achieve designated tasks and goals.
3. Ability to work collaboratively and proactively as a team player to achieve team goals.
4. Ability to work with diverse stakeholders to help negotiate solutions to difficult problems involving parties with different interests.
5. Demonstrated ability to communicate clearly verbally and in writing and to prepare and present ideas in a clear and concise manner.
6. Ability to explain policies, rules, regulations, and procedures.
7. Demonstrated skill in composing educational and promotional flyers, brochures, and other related items.

8. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### **Education and/or Experience**

(1) A two-year college degree or (2) completion of a specialized course of study at a business or trade school or (3) completion of specialized training courses conducted by vendors or (4) job skills acquired through on-the-job training or apprenticeship program and a minimum of three (3) years of related experience. An equivalent combination of education and experience may be considered. Must possess a valid Alabama driver's license and be insurable under the Authority's plan.

### **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 an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping, operating computers and other office equipment; moving about the office, and attending on-site and off-site meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 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 essential functions.

Position may work on Authority properties, remotely from home, or a combination of both. This position may be required to work with contractors as well as Authority residents. The on-site work may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment.

### **Disclaimer**

The AHA is an equal opportunity employer with a drug-free workplace. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3-eligible individuals.

## **Employee Benefits**

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Four-Day Work Week (Monday - Thursday)
- Career Incentive Program

## **Disclaimer**

The AHA is an equal opportunity employer with a drug free workplace. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3-eligible individuals.

## **Application Process**

To apply, please send a resume and cover letter to [sbarrios@auburnhousingauth.org](mailto:sbarrios@auburnhousingauth.org); the cover letter must include your salary requirements. Include the job title “HCV Landlord Liaison” in the subject line of your email. If you have questions about the position, please contact the following:

**Shannon Walters, HCV Manager**  
[sbarrios@auburnhousingauth.org](mailto:sbarrios@auburnhousingauth.org)  
(334) 821-2262, ext. 221