



Job Opportunity

Landlord Liaison Housing Specialist

Company Name: Little Rock Housing Alliance d/b/a Metropolitan Housing Alliance [MHA]

Title of Position: Landlord Liaison Housing Specialist

Position Type: Full-Time/Non-Exempt

Hourly Pay: TBD

Location: 100 South Arch Street – Little Rock, AR

Closing Date: Until filled

SUMMARY

This position is responsible for scheduling initial, annual and follow-up inspections of assisted units and performs a variety of general office clerical duties to support HCV inspection functions. All activities must support LRHA's mission, strategic goals, and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Serves as a landlord liaison.
- Schedules HCV initial, annual, special, and follow-up dwelling unit inspections as necessary; ensures inspections are scheduled in an efficient manner, well in advance of the required inspection deadlines.
- Ensures inspection schedules are routed efficiently and that inspections are scheduled within HUD's time requirements for annual inspection and HQS enforcement.
- Notifies Inspectors of schedule; adjusts schedules as necessary and informs Inspectors of any changes in a timely manner.
- Answers questions landlords may have regarding leasing, accounts, HAP payments, and violations in lease.
- Manages and responds to the landlord email address.
- Negotiates landlord rent payments.
- Develops processes to streamline the landlord process.
- Submits HAP payments for new management.
- Informs landlords/owners and participants of inspection schedule and abatements in writing and by telephone as required by Agency policy.
- Adds new properties and briefs new landlords on the programs and gives certification upon completion.

- Ensures that letters notifying landlords/owners of pass/fail conditions are prepared and mailed within required timeframe.
- Adds inspections that pass in the appropriate system.
- Completes owner and account changes.
- Assures that other departmental staff members are notified of inspection results daily.
- Performs other clerical duties as needed; completes accurate and timely data entry.
- Compiles reports as needed and ensures accurate recordkeeping.
- Processes all Request for Tenancy Approval (RFTA) documents.
- Performs other related duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent (Associate's degree preferred); and a minimum of 1 year clerical, office experience; or equivalent combination of education and experience. Customer service and scheduling experience is preferred.

LANGUAGE SKILLS

Ability to read and comprehend street maps, simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the Agency.

MATHEMATICAL SKILLS

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

COMPUTER SKILLS

Individual should be experienced with word processing, database, spreadsheet, and internet software and should be capable of using general office equipment, i.e., fax machines, copiers, etc. Ability to learn other computer software programs as required by assigned position.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the Housing Choice Voucher program and FSS program requirements, policies, and procedures. Knowledge of community groups and resources.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess knowledge of HQS and SEMAP regulations and HCV program regulations as they relate to inspection scheduling. Must obtain certification in a Housing Choice Proficiency within six months of hire.

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. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 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. The noise level in the work environment is usually moderate.

BENEFITS

- **Medical/Dental/Vision Benefits**
- **On-site Fitness Center**
- **Employee Assistance Program**
- **Basic Life Insurance & Supplemental Insurance**
- **Retirement Plan**
- **Tuition Assistance Benefits**

HOW TO APPLY:

Email resume to HR@mhapha.org with subject "Landlord Liaison Housing Specialist"

Little Rock Housing Authority d/b/a Metropolitan Housing Alliance is *an equal opportunity employer, and all qualified applicants will receive consideration for employment* without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.