



Job Title: Housing Coordinator
Department: Housing
Reports to: Housing Supervisor
Position Classification: N04
Approved Date: May 2015

Position Summary:

Under the guidance of the Housing Supervisor, the Housing Coordinator is accountable for the quality, timeliness, and quantity of work produced within each assigned program. Job duties include, maintaining full lease-up, coordinating annual recertification and collection processes for assigned properties and marketing those properties to the public. Ensure LHA's compliance with federal and state regulations, and prepare and submit appropriate reports to partner agencies such as CHFA and HUD. Responsible for audit activities at assigned properties, including the preparation and timely submission of any required follow up documentation. Perform inspections and address both resident and applicant grievances. Responsible for accurate and timely data input and maintaining an accurate paper filing system.

The Housing Coordinator must provide a high level of customer service, and in all circumstances treat residents, fellow employees, and partners with respect. This position is in a high performance team setting and participates in strategic planning, resident Quality of Life Teams (Housing Coordinator, Resident Manager, Aspire 3D Navigator, and Maintenance staff) and in activities and committees at assigned apartments. Also provides Front Desk backup support as needed.

Essential Duties and Responsibilities: include, but are not limited to the following:

- Compliance with all requirements determined by funding and program partners.
- Maintenance of electronic and paper files, ensuring compliance for multiple regulatory entities depending on property funding (i.e. EIV, Multi-Family, HCV, PBV, LIHTC, etc.)
- Achievement of all performance metrics and targets at assigned properties, such as vacancy rates, collection rates, etc.
- Submission of reports such as TRAC, PIC, and MINX, as required to support assigned properties.
- Make necessary changes and updates to database and computer system as required and recommended by software provider and funding sources.
- Timely and accurate submission of reports to both internal and external partners.
- Standardize and create necessary processes, create and maintain process documentation.
- Create and generate standardized department performance metrics and reports.
- Identify, prioritize, and implement opportunities for department growth.
- Actively seek and maintain relations with outside agencies, to form partnerships that will contribute to the LHA mission.
- Create and build strong and effective working relationships with internal and external partners

Qualifications:

The Housing Coordinator position is a key public figure for the Loveland Housing Authority and must consistently display a positive, professional attitude and a commitment to organizational goals. The ability to interact and establish working relationships with a diverse population of Residents, LHA staff, other professionals, outside agencies, and community members is required. Must be able to communicate professionally via email, text, Outlook, and phone. Must demonstrate effective conflict resolutions skills with a high degree of tact and diplomacy. Employee must stay well informed of current housing trends and of the resources available in order to participate in developing effective and resourceful solutions to resident and community challenges.



Employee must be proficient with technology, as operating LHA computer systems and software, including Microsoft Office Suite (Outlook, Word, Excel, etc.), is required. Must have knowledge of basic office practices, procedures, and equipment. Must be receptive to new ideas and show an eagerness and capacity to learn new technology based systems.

Education and Experience

Required:

Associates Degree

2-4 years affordable housing experience

Advanced education can be substituted with experience and certifications

Preferred:

Bachelor's degree.

Bilingual English and Spanish.

Driver's License, Background Check

Must possess and maintain a valid Colorado driver's license with an acceptable driving record (no major violations within the last 3 years) and be insurable through our insurance carriers.

A criminal history and motor vehicle background check is required.