



Job Title: Housing Coordinator
Department: Asset Management
Reports To: Housing Manager
Position Classification: N04
Approved Date: May 2015

Under the direction of the Housing Supervisor, the Housing Coordinator supports Loveland Housing Authority's (LHA) mission to provide low- and moderate-income residents of Loveland with opportunities for home and community by providing leadership and guidance to LHA's Housing staff while ensuring success of assigned programs.

Essential Job Functions:

- Ensure proper screening and Fair Housing as defined by the Admissions, Collections and Evictions policy.
- Maintain electronic and paper files.
- Comply with state and federal regulations, complete routine property inspections (for audits and maintenance and resident files with collaboration from Asset Management team.
- Meet all performance metrics and targets at assigned properties, such as vacancy turns, collection rates, financial goals etc.
- Submit reports such as NextGen, TRAC, PIC, and MINX, as required to support assigned properties in a timely and accurate manner.
- Change and updates database and computer systems as required and recommended by software providers.
- Actively seek and maintain relations with outside agencies and form partnerships that will contribute to the LHA mission.
- Maintain an active role as a member of the Asset Management department through meeting attendance and participation as a team member for both Asset Management and LHA.
- Provide residents with timely, accurate and complete information in a professional, helpful, and concerned manner.
- Maintain resident confidentiality.
- Standardize and creates necessary processes, create, and maintain process documentation.
- Identify, prioritize, and implement opportunities for department growth.
- Attend applicable trainings to ensure continued knowledge in program and regulations.

Knowledge, Skills, and Ability:

- Must be able to demonstrate the ability to prioritize duties, adhere to deadlines, and utilize effective conflict resolutions skills with a high degree of tact and diplomacy.
- Must have knowledge of office practices, procedures, and equipment.
- Must be technology proficient. Required use of LHA computer systems and software including Microsoft Office Suite (Word, Excel, Outlook etc).
- Must be able to read and interpret policies and guidelines to make sound decisions.
- The ability to use positive communication skills to establish effective working relationships and interact with a diverse population of residents, LHA staff, other professionals, outside agencies and community members.

Core Competencies:

Teamwork	Responsiveness	Collaboration	Attention to detail
Professionalism	Organizational skills	Innovation	Problem solving skills
Integrity	Active listening	Trust	Positive attitude



Education and/or Experience:

- High School diploma required; related college education preferred.
- Two to five years' experience with low-income housing programs (e.g., LIHTC, HUD, USDA, etc.) required.

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.

Working Environment:

Work is generally performed in an office environment that may require sitting for extended periods of time, repetitive keyboard motion, reaching, bending, and kneeling. Light physical effort may be required by moving and positioning objects up to 20 pounds occasionally and/or 10 pounds frequently. Occasionally work will be performed in the field, which may include navigating properties and inclement weather. Work is generally completed during normal office hours but may occasionally include evenings and weekends.

This job description is not an exhaustive list of all duties, responsibilities, or qualifications associated with the job.