

## **TENANT RELATIONS ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This work involves the interviewing and investigation of applicants and tenants of a Housing Authority and the making of recommendations for acceptance and rental amounts. Incumbents of this position function within a generally prescribed routine, but are responsible for the exercise of independent judgment to a significant degree. Work is performed under the general supervision of the Executive Director of the Housing Authority. Supervision may be exercised over subordinate clerical employees but continued supervision is not normally a responsibility of this position.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Accepts and assists in the filling out of applications for tenancy;
2. Investigates prospective tenants by interviews with them;
3. Verifies information obtained by checking with landlords and employers;
4. Makes home visits to dwellings of prospective tenants to verify information and determine living conditions and housekeeping habits;
5. Reviews eligibility of applicants for occupancy;
6. Formulates a recommendation of approval or rejection of tenant application;
7. May participate at appeal hearings of disapproved applicants;
8. Conducts annual and unscheduled verifications of existing tenant's incomes;
9. Makes determinations on amount of rent to be charged by consulting promulgated guidelines;
10. Maintains occupancy records including family composition and income;
11. May attend Tenants Association meetings;
12. May handle or refer tenant complaints;

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Good knowledge of investigation procedures; good knowledge of the social conditions facing the economically disadvantaged; ability to learn and interpret Public Housing Law and Codes; ability to meet with and interview a variety of people; ability to communicate effectively, both orally and in writing; good powers of observation; patience; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

**TENANT RELATIONS ASSISTANT (Cont'd)**

**MINIMUM QUALIFICATIONS:**

- EITHER: (A) Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree in human services or related social science and (2) two years of work experience that involved interviewing, eligibility determination, or substantial direct public contact;
- OR: (B) Graduation from a regionally accredited or New York State recognized college or university with an Associate's degree in human services or related social science and four (4) years of work experience as described above;
- OR: (C) Six (6) years of work experience as described above;
- OR: (D) Any equivalent combination of education, training and experience between the limits of (A), (B), and (C) above.

**SPECIAL REQUIREMENT:**

Some jurisdictions may require incumbents to be eligible for a valid driver's license at the time of application and to have possession of said license at the time of appointment.

HU4302

ADOPTED: 07/23/69

REVISED: 05/09/79      06/28/95      7/25/13