

Jurisdiction: Ithaca Housing Authority  
Jurisdictional Class: Competitive  
Adopted: 06/11/96  
Revised: 05/19/97, 09/07/22

## **TENANT RELATIONS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for the day-to-day supervision of a group of workers involved in determining and recertifying the eligibility of applicants and tenants for subsidized housing programs. The incumbent may also be assigned his/her own caseload and is responsible for determining the initial or continued eligibility of those cases as well. Many of the functional duties of the position are similar to those of a Tenant Relations Assistant, with the supervisory responsibility of the Tenant Relations Coordinator serving as the primary distinguishing criterion between the positions. The work is performed under the general supervision of the Executive Director in accordance with agency rules and regulations and the established eligibility guidelines of the Federal Department of Housing and Urban Development (HUD). Supervision is exercised over the work of Tenant Relations Assistants and clerical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Supervises the day-to-day work of subordinate staff engaged in the delivery of subsidized housing programs;
- Reviews recommendations made by subordinate staff as to the initial or continued eligibility of program applicants and participants;
- Approves or disapproves determinations of eligibility and recommendations for case disposition made by subordinate staff;
- Provides technical assistance to subordinate staff;
- Trains and evaluates subordinate staff;
- Oversees the distribution of work assignments to subordinate staff;
- Accepts, records, codes, reviews and verifies applications for initial or continued tenancy under subsidized housing programs sponsored by HUD;
- Gathers information relating to eligibility determination by interview, telephone, and related contacts;
- Reviews applications, recertification, adjustments and relocations against eligibility criteria for respective housing programs;
- Approves or disapproves applications and recertification and/or determines amounts of housing assistance to be provided to tenants;
- Reviews applications for federal housing programs, categorizes applications, assigns preferences, and determines placement on waiting list;
- Provides information regarding program purposes, eligibility criteria, housing availability, and related matters to applicants and participants in public housing programs;
- Keeps abreast of changing laws, regulations and policies and advises subordinate staff of the same;
- Performs or supervises inspections of current and potential dwelling units for compliance with Housing Quality Standards and communicates with landlords regarding status of their property;
- May refer applicants or tenants to local human service agencies as needed.

## Tenant Relations Coordinator

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#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of the applicable Federal, State and local rules, regulations and guidelines governing eligibility for public housing programs; good knowledge of the modern methods and techniques of interviewing and information gathering; good knowledge of arithmetic, business English and composition; good powers of observation and critical inspection; ability to supervise the work of subordinate personnel; ability to communicate effectively, both orally and in writing; ability to analyze facts and information and apply them against established eligibility criteria; ability to read and understand moderately complex written information; ability to deal effectively with a broad range of people; ability to successfully work with and serve a diverse local community; good judgment; tact; patience; accuracy; physical condition commensurate with the demands of the position.

#### **MINIMUM QUALIFICATIONS:**

- A. Possession of an Associate's Degree in Human Services, Psychology, Sociology or a closely related field with similar course curriculum and two years of full-time paid experience, or its part-time or volunteer equivalent, either:
1. Working in a human service agency, community agency, financial institution or financial agency in a capacity involving interviewing, examining, evaluating or investigating claims or applications for financial assistance, benefits, loans or similar programs operating under established criteria for eligibility; or
  2. Working in rental property management or housing placement in a capacity which involves the approval, evaluation or coordination of rental agreements, leases, assessments of habitability or similar work.

OR

- B. Graduation from high school or possession of a high school equivalency diploma and three years of experience as defined in (A1) or (A2);
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**Note:** College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.