

HOUSING LANDLORD SUPPORT SPECIALIST – GRANT-FUNDED

JOB DESCRIPTION

Classification Responsibilities: A Housing Landlord Support Specialist acts as a primary staff contact for City of Mesa property owners and managers through a strategic landlord engagement approach, conflict resolution, and advocacy. Responsibilities include: serving as the primary point of contact for City of Mesa landlords, property owners, and managers in the housing and rental assistance programs; assuming ownership of all facets of landlord engagement such as visiting landlords to explain their role and responsibilities as a landlord and Mesa’s Housing Authority’s role, and the importance of enforcing their leases; resolving conflict between property owners and tenants; implementing engagement strategies (example: providing landlords and property management companies a dedicated point of contact for questions, concerns, and follow up) to increase the number of owners and managers willing to participate in the housing choice voucher programs; educating the owners/managers and landlords about the benefits, rights, and responsibilities of working with Mesa’s housing/tenant based rental assistance programs; conducting outreach, recruiting new landlords/property managers, retaining existing landlords, inviting participants to conferences/training sessions, and coordinating meetings with owners/property managers of rental units through phone calls, site visits, in-person and virtual meetings, and targeted marketing campaigns; administering the housing solutions incentive program by reviewing landlord eligibility and sending housing assistance payments such as sign on bonuses, vacancy payments, and payments for damages to rental unit(s); notifying other housing staff when a new landlord is recruited and a new unit becomes available; establishing and maintaining effective working relationships with stakeholders; and serving as a backup in the absence of the Housing Quality Standards Inspector which may involve attending and completing quality control inspections. Additional duties include: preparing PowerPoint presentations, housing related documents/forms, and reports for tracking visits, recruitments, participation, program results, and incentive payments that are provided to the Financial Services Department for the US Treasury American Rescue Plan Act report; collecting and providing related performance measurement data to the Housing Supervisor; planning and implementing the annual landlord seminar to provide housing program updates and recognition to new and existing participants; and answering questions from owners, property managers, and landlords. This class performs related duties as required.

Distinguishing Features: The class is supervised by the Housing Supervisor or designee who reviews work through conferences, meetings, written reports, and results achieved. This classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City’s shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to an Associate’s Degree in Social Work, Human Services, Real Estate, Property Management, or related field. One year of experience in the housing programs (such as: Housing Choice Voucher, or tenant based rental assistance, or similar programs), property management, or other rental assistance programs.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual (English/Spanish) speaking skills are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with property owners, landlords, and managers to explain the landlord's responsibilities of the Housing Choice Voucher program or other tenant-based rental assistance programs, and to establish and maintain effective working relationships. Conduct targeted outreach to owners/property managers of rental units which may include phone calls, individual meetings, public meetings, site visits and targeted marketing campaigns. Educates owners and property managers to ensure they understand the benefits, rights, and responsibilities of program participation. Notify other housing staff of new landlords entering the program, and availability of vacant units. Provides customer service as the direct support contact for owners and managers.

Manual/Physical: Compiles and maintains program records and prepares housing related documents, presentations, and reports. Sends housing assistance payments (example: sign on bonuses, vacancy payments, and payments for damages to rental units). May conduct quality control inspections in the absence of the Housing Quality Standards Inspector. Operates a personal computer (PC), calculator, complete reports, input data, and create correspondence. Operates a variety of standard office equipment. Operates a motor vehicle requiring a standard Arizona Driver's License to conduct site-visits and attend meetings. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written documents and material in order to provide support and correspondence to landlords/owners and property managers. Implementing engagement and outreach strategies by recruiting new landlords/property managers and retaining existing landlords, and resolves conflict. Administers Housing Solutions incentives program. Reviews landlord eligibility. Plans and implements the annual landlord event. Prioritizes own work in order to meet appropriate reporting deadlines and meet other compliance standards. Learns HUD regulations for housing assistance programs through on-the-job training and in a classroom setting.

Knowledge and Abilities:

Knowledge of:

HUD regulations, guidelines, and procedures regarding the existing Housing Choice Voucher program and other tenant based rental assistance programs;
The Arizona Landlord-Tenant Act and applicable state laws, and
general management principles and practices as they apply to low-income housing assistance programs;

Ability to:

interpret and explain HUD policies, procedures, and regulations;
implement engagement strategies to retain existing landlord/owners and managers;
conduct outreach efforts to attract new landlord participants;
determine landlord eligibility for housing programs;
resolve conflicts/disputes between landlords and tenants;
prepare presentations, documents, and reports;
use independent judgement when establishing and maintaining the program;
ability to work effectively with a broad range of people and positions including community partners, landlord, property owners and managers, and real estate agents;
establish and maintain effective working relationships with management, other City employees, and the general public;
problem solving techniques, handle multiple projects simultaneously, listen and communicate effectively;
plan, organize, and coordinate landlord activities to accomplish work assignments; and
ability to exercise discretion while handling confidential information.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 1/24

TC/co/js

CS4544 (Grant-Funded).DOCX

EEO-Para

JOB FCTN-OFF

INCREMENTS 55-200

PAY GRADE: 45

IND-9410

SWORN-No