

## **Tenant Relations Assistant**

The City of Hornell Housing Authority seeks qualified candidates for the position of Tenant Relations Assistant. The work involves interviewing prospective tenants to determine their eligibility for housing. The Tenant Relations Assistant is responsible for verifying income of current tenants to establish continuing eligibility, maintaining records, and helping to resolve tenant-related problems and complaints. The work is performed under the general supervision of the Executive Director of the Housing Authority with considerable latitude given for the exercise of independent judgment in carrying out assignments.

The successful candidate should be prepared to:

- Interviews prospective tenants;
- Determines prospective tenants' eligibility for housing;
- Prepares and maintains tenant files;
- Verifies tenant income, assets, and allowable deductions and exemptions to determinability for initial and continued occupancy;
- Assists in inspection of housing project properties to ensure maintenance of safe, sanitary, and habitable conditions;
- Prepares leases, certifications, authorizations, and other papers relating to rentals;
- Assists in resolving tenant problems and complaints;
- Interviews families to determine the nature of their problems and makes referrals to appropriate social welfare agencies;
- Responds to inquiries and complaints; and
- Other related duties and responsibilities as may be assigned.

The successful candidate should possess the following knowledge, skills, abilities, and personal characteristics:

- Good knowledge of the provisions of Affordable Housing Law relating to tenant selection;
- Good knowledge of procedures used in the application of Affordable Housing Law;
- Good knowledge of business arithmetic and English;
- Skill in interviewing;
- Ability to conduct independent investigations;
- Ability to maintain accurate records and make oral and written reports;
- Ability to establish and maintain cooperative relationships with others; and
- Physical condition commensurate with the demands of the position.

## **Tenant Relations Assistant (cont'd)**

At a minimum, candidates should have graduated from high school or have possession of an equivalency diploma and either two years of experience involving the examination, investigation, and evaluation of claims for public assistance, veteran's benefits, unemployment benefits, insurance coverage, or a similar program operating under established criteria for eligibility. Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for experience on a year-for-year basis. Ability to obtain and maintain residency is currently a requirement. Residency is defined as the ability to report to work by vehicle within thirty minutes of notification.

Salary will be commensurate with experience accompanied by an excellent health, dental, vision, and retirement benefit package. The City of Hornell Housing Authority is an EEO. Application packages required to be received no later than September 13<sup>th</sup>, 2019 at 5:00 PM to be considered. No phone calls please. Send cover letter, resume including salary expectations, and professional references to:

Karen Carney, Executive Director  
City of Hornell Housing Authority  
87 E. Washington Street  
Hornell, NY 14843

Agency Website: [www.hornellhousing.org](http://www.hornellhousing.org)