

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Certification Application Specialist
Reports to: Property Manager
Department: HOPE-VI/Edgewood Village
Date: June 2012
FLSA Status: Non-exempt

General Purpose:

Complete annual and interim re-certifications, tax-credit paperwork, applications and other office duties.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- 70% Conduct annual and interim re-certifications within established time frames. Prepare rent changes. Schedule move-ins. Prepare tax credit documentation. Provide quality customer service to clients. Prepare and process applications for residency. Complete forms to update information as needed from previous landlords. Check for possible balances from previous tenancy.
- 10% Process and maintain work orders. Answer phone calls, obtain work order information, enter information into computer system, distribute work order information to maintenance department.
- 10% Perform bookkeeping and miscellaneous office work, such as verify and file information, print daily reports, enter charges and adjustments into computer system, type letters, fax documents, etc.
- 10% Miscellaneous
 - Initiate process for damage claims, prepare documents for managers.
 - Answer telephone and attend to any issues.
 - All other secretarial duties.
 - Processes collections and accounts receivables.
 - Assists with maintenance and housekeeping scheduling.
 - Back up other Certification Application Specialists.
 - Other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

Demonstrates an ability to organize and prioritize tasks and responsibilities; is detail oriented and successfully tracks and monitors tasks and appropriately follows up on pending items; demonstrates excellent customer service skills.

Minimum Qualifications, Education and Certifications:

High school diploma (or equivalent) plus a minimum of one year clerical, data entry and/or bookkeeping experience. Good math skills; skilled on 10-key calculator, computer and office equipment. Previous experience with federal or state eligibility certifications preferred. Multifamily Housing Program, Rent Calculation Certification and Low Income Housing Tax Credit certification preferred. If not certified, must obtain all three certifications within one year of hire. Must possess a valid Ohio driver's license and be insurable under AMHA policy.

Physical Requirements. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

Employee Understanding:

The above job description was received, read and understood by me.

Employee's signature

Date

Supervisor's signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.