

**POSITION TITLE:** Housing Liaison

**DEPARTMENT:** Management

**STATUS:** Non-Exempt

**SALARY:** \$20.00/hour

**POSITION SUMMARY**

Assist the WHA Management and Admissions Departments with various tasks, including apartment showings, lease-ups, delivery of notices, and inspections. Administer the community service program, including identifying tasks and projects for program participants, monitoring participants, and reporting outcomes. Monitor and report on WHA buildings and grounds, ensuring residents use and maintain those areas in accordance with WHA rules and policies. This position's duties are 75% field work and 25% office work, and requires significant walking and use of stairs.

**ESSENTIAL FUNCTIONS**

1. *Assist with showing apartments to potential residents and conduct lease-up orientations;*
2. Identify specific projects and tasks for community service program participants, including coordinating community service with Housing Managers and other departments;
3. *Meet with tenants required to complete community service and discuss the program expectations and requirements;*
4. Monitor participation in community service programs and report noncompliant participants to the respective management offices;
5. Deliver Management Department notices to residents as needed, which may involve significant walking of grounds, including stairs;
6. *Conduct inspections of apartments, grounds, building hallways, and notify appropriate Management/Maintenance staff of deficiencies;*
7. Assist with monitoring of WHA parking lots, including reporting illegal parking of unauthorized vehicles, or violations of vehicle/parking rules to the appropriate department;
8. Report security risks such as broken safety gates, exterior doors, or tampered locks immediately to the appropriate Management office;
9. Other, similar responsibilities to be assigned as needed.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

1. High school diploma or equivalent;
2. Ability to work effectively with a diverse team;
3. Excellent interpersonal communication and customer service skills;
4. Ability maintain composure under pressure and use independent judgment;
5. Ability to maintain the highest level of confidentiality at all times;
6. Ability to read, write, speak and understand English well. Bilingual (English/Spanish) candidates preferred;
7. Must be able to comfortably walk distances and climb stairs while working;
8. Proficient in using computers and software programs, particularly Microsoft Word, Excel, and Outlook.
9. Ability to be relied upon to be available for work, including transportation and a valid, insurable driver's license.

## **ENVIRONMENTAL AND PHYSICAL REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS**

This position requires working outdoors and indoors and in all weather conditions; is subject to heavy and strenuous work; and may encounter undesirable pests. A WHA employee in this position must be able to meet all of these requirements.

### **Environmental Parameters**

1. Ability to work in public housing environment [within occupied and unoccupied units, common spaces, boiler rooms, elevators, other closed areas of properties] in all weather conditions.
2. Ability to work in an environment with conditions such as sleet, snow, dust and dirt, as well as cramped quarters and high places.

### **Physical Requirements:**

1. Constant [over 70% of the time]
  - Eyesight and hearing
2. Frequently [30 – 70 % of the time]
  - Climbing stairs
  - Standing/walking
  - Repetitive arm/hand movement
  - Bending and twisting at the waist
  - Kneeling and squatting
  - Sitting