



(Subsidy Specialist)

(Housing Administration)

Reports to: Director of Compliance & Housing Administration

#### Position Summary:

This position works as part of the Housing Administration department which operates as a 'mini housing authority' within FBMS, managing the administrative responsibilities of the housing portfolio. FBMS provides housing and support services to formerly homeless individuals and families. This position requires excellent organizational skills and adherence to program requirements, but flexibility and an understanding of the nuances of working with a complex population. This is a Full-time position reporting to the Director of Compliance & Housing Administration working in both Brockton & Braintree, MA. Associate's degree preferred; experience in administration, tenant collections/recertifications; or equivalent education and experience preferred. Knowledge of HUD/Section 8/Massachusetts Rental Voucher programs a plus. This position provides an opportunity to support the process of housing formerly homeless individuals and develop an understanding of regulations guiding housing administration.

#### Essential Responsibilities:

- Keep occupancy, vacancy, turnover and related data current;
- Perform rent collection activities including entries and tracking of rental payments
- Monitor delinquent rents and fees, taking appropriate action to collect rents and fees;
- Strict adherence to deadlines and attention to details;
- Track and complete income certification and annual recertification of residents in a timely, accurate manner; document income certification compliant with funder regulations;
- Draft leases and housing assistance payment contracts, notices of rent in a timely and accurate manner;
- Data entry of compliance reports in Excel spreadsheets;
- Interact with residents and coordinate with case management staff regarding collection of compliance documentation in a sensitive and respectful manner;
- Responsible for generating reports including the preparation of responses to agency file audit reports;
- Ability to generate, understand and present reports showing outstanding balances, vacancies, occupancy, etc.;
- Maintain organized and up-to-date resident and property files;
- Facilitate trainings for employees regarding Housing Administration process, procedures and regulations
- Assist with creation of monitoring reports;
- Collaborate with housing authorities and community organizations as appropriate
- Coordinate and complete inspections, access to units, and other property access;
- Conduct all aspects of housing lotteries



#### Requirements:

- Strong interpersonal, verbal and written communication skills
- Ability to work independently and in a team environment.
- Must be able to take initiative, prioritize daily tasks
- Strong attention to detail required and comfortability with Microsoft programs, particularly Excel.
- Local travel throughout the South Shore area. Valid driver's license and clean driving record required.
- Attain Housing Quality Standards Certification within 6 months of hire
- Strong organizational skills
- High School diploma required, Associate's degree preferred

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

#### Other:



## Father Bill's & MainSpring

NOBODY SHOULD BE HOMELESS

- Safety & Security: Actively promotes and personally observes safety and security procedures and uses equipment and materials properly.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
- Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Please send cover letter and resume to [employment@helpfbms.org](mailto:employment@helpfbms.org). Please note "Case Manager" in the subject line of the email.

Father Bill's & MainSpring is an equal opportunity employer.