



## COMPLIANCE AND LEASING ASSISTANT

The Compliance and Leasing Assistant is responsible for the leasing and compliance duties for a group of five HUD buildings. This is a non-exempt full-time position with a starting salary of \$13-\$15 per hour, depending upon experience

### **General Job Performance Requirements:**

The Assistant attends to a large volume of detail and organizes a hefty deadline-driven paper flow and effectively manages competing priorities and deadlines on a daily basis, while supporting the Resident Manager. The Compliance/Leasing Assistant actively builds positive relationships with tenants, and staff to meet compliance requirements. Uses waitlist procedures to ensure vacant units are leased in a timely manner.

### **Compliance:**

- Responsible for processing annual and interim recertifications (recerts), including initial interviews, securing verifications of income, assets and other eligibility criteria; prepare and mail correspondence; retrieve and secure missing documents from clients.
- Under direction of Resident Manager provide correspondence to tenants who are over or under housed.
- Prepare and process correspondence for recerts.
- Enter completed recerts in property management software and maintain files.
- Provide professional, responsive, caring and knowledgeable interaction with residents.

### **Leasing:**

- Ensure Fair Housing and Landlord/Tenant Laws and CHH policies and procedures are fully upheld.
- Responsible for leasing vacant units by calling on waitlist applicants.
- Respond for telephone and in-person requests for information on vacancies and tenant qualification.
- Process applications, verifying rental history, criminal history, and income qualifications.
- Provide CHH Leasing Associate/Manager with completed rental application for final processing and approval.
- Assist leasing with mailing of post cards to ensure waitlists are current and up to date.
- Show vacant units when necessary.

- Prepare and sign lease documents and establish resident account in property management software.
- Coordinate move in with Residential Manager and applicant.
- Maintain confidentiality of applicant, residents, corporate, personnel and research information.
- Other duties as assigned.

**Minimum Qualifications:**

- High School diploma or GED.
- One year general office support or one year apartment leasing.
- Good oral and written communication skills in English.
- Experience working with Microsoft Office applications (Word, Excel and Outlook).
- Ability to communicate effectively with people of diverse personalities, cultures and communication styles.
- Maintain a high degree of confidentiality.
- Must be able to meet deadlines and maintain organized work space.

**Desired Qualifications:**

- Experience working with HUD recertification and income qualifications.
- Knowledge of and/or training in Federal Housing Laws and Landlord/Tenant Laws.
- Experience working with a wide variety of people.

Candidates selected for this position must pass a criminal history background and a credit background check prior to employment with Capitol Hill Housing. Capitol Hill Housing is an Equal Opportunity Employer

**Work Environment:**

Work is performed primarily in an on-site office, which is non-smoking, subject to temperature variations in both cold and hot weather, and has low natural light in some sections of the space. Office locations may vary as this position supports tenants in 5 locations, within a 3 mile radius. Work areas are close together, requiring the ability to work with surrounding activity and noise. The CHH Safety and Health Committee and Administrative staff monitor operations for potential hazards. Employees are expected to perform their work in such a manner as to eliminate or reduce any potential hazards to an acceptable level. A suggestion box is available for input from all employees regarding safety and the work environment. Employees must bring all actual or potential hazards immediately to the attention of the Program Administrator.