



PIERCE COUNTY HOUSING AUTHORITY

603 South Polk Street, Tacoma, WA 98444 | 253-620-5400 | www.PCHAWA.org

JOB DESCRIPTION: RESIDENT SERVICES SPECIALIST

TITLE:	Resident Services Specialist
REPORTS TO:	Director of Operations or Senior Property Manager With daily work coordination being led by the assigned Property Manager
SALARY RANGE:	\$20 - \$25/hour (equivalent to \$41,600 - \$52,000/annual) + On-Call Compensation PCHA Benefits Package
SHIFT/SCHEDULE:	Hourly, Non-Exempt, Union Full-time, 40 hours/week Daily shift hours to be negotiated On-Call rotation required, with compensation, for after hours and weekends approximately every sixth week depending on staffing level
JOB LOCATION:	Location Assignments Vary based on need amongst PCHA apartment communities throughout Pierce County

The Pierce County Housing Authority (PCHA) is a public body created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of the Pierce County Housing Authority is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 121 Low-Income Public Housing units, 20 Units of USDA/RD Housing, administers approximately 3,003 Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 units. Additional grants are received periodically for the Renovation and Modernization of existing facilities and in support of our Family Self-Sufficiency Programs. Currently, the Pierce County Housing Authority employs approximately 50 individuals.

BASIC FUNCTION

PCHA seeks **Resident Services Specialist(s)** in our Affordable Housing division. **Resident Services specialist is an entry level position in property management.** The specialist will be part of the property management team working effectively and equitably manage one or more of PCHA's affordable housing apartment communities, which range in size from 20 resident households to 248 resident households, to ensure quality and well-maintained housing in our community to minimize unit turnover and attract qualified residents and cooperative neighbors. Property management staff are responsible for the day-to-day operations of assigned apartment communities including interfacing with community, applicants, residents, and neighbors; marketing; customer service, application processing, leasing, lease enforcement, community engagement, maintenance coordination, management of unit turns, vendor relationships and contract monitoring, apartment inspections, weekly and monthly reporting, adherence to budgets, compliance with local, state, and federal landlord-tenant, fair housing, and building code laws and regulations, collaboration with all PCHA divisions, and teamwork within Affordable Housing division.

ESSENTIAL FUNCTIONS

- Interfaces daily – on phone, in person, and virtual – with residents, applicants, community, neighbors, and vendors.
- Assures resident satisfaction by providing a high level of customer services; promptly addresses resident complaints within guidelines and local regulations.
- Maintains effective working relationships with staff.
- Serves residents with legal paperwork, including notices related to lease compliance, notice of entry, lease renewals, and lease terminations; as well as posting of informational notices.

- Provides administrative support including, but not limited to, the scanning and indexing of resident paperwork in a timely manner consistent with policy and procedures using property management software.
- Prepares work orders for maintenance staff and follows up for successful completion.
- Performs physical inspections of grounds and inspection of units to ensure PCHA standards; relays maintenance needs to property managers and assistant property managers, and follows up to ensure successful completion.
- Prepares correspondence and data to support property operations.
- Supports community engagement work including, but not limited to, creating newsletters in coordination with property manager(s) and assisting with logistics of community engagement activities on the properties.
- Works the rotating, scheduled On-Call week-long shift fielding all emergency calls for the portfolio of properties and then coordinating maintenance with PCHA On-Call maintenance specialists and/or contracted vendors.
- Ensures work is in compliance with applicable housing laws and regulations.
- Maintains confidentiality of information and records related to applicants, residents, and staff.
- Provide back-up and assistance to other staff in the Affordable Housing Division as needed and directed by Director of Operations and/or Senior Property Manager.
- Other duties as needed to support the overall working of individual properties, the division, and the Housing Authority as a whole.

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES

- Demonstrated stable attendance, and ability to work scheduled on-call, compensated, shifts to ensure staff coverage for property emergencies 24/7 every day of the year.
- Demonstrated ability to prepare and maintain records (manual and electronic) and reports with a high level of accuracy and attention to detail; ability to perform mathematical calculations.
- Strong organizational skills including prioritizing, ensuring accuracy, multi-tasking, and handling interruptions appropriately; ensures assignments are completed in a timely and effective manner.
- Communicates effectively and collaboratively with individuals, and internal and external organizations; applies effective written and oral communication techniques to convey clear and timely messages.
- Ability to work independently and as a team member to develop effective working relationships; works cooperatively, exchanges ideas, and addresses issues in a constructive, collaborative manner.
- Adapts to changing business needs, conditions, and work responsibilities; responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Analyzes problems, identifies solutions, and articulates possibilities and recommendations; demonstrates critical, creative, and reflective thinking.
- Utilizes excellent time management and problem-solving techniques, and use of professional judgment in complex situations; demonstrates strong project management skills.
- Proficiency using MS Office applications including Word, Excel, Outlook, as well as the internet and social media.
- Ability to work effectively and positively with individuals of diverse racial, cultural, gender-identities, physical and mental abilities, limited-English, and socioeconomic backgrounds.
- Ability to maintain proprietary information in a confidential and professional manner.
- Proven ability to understand and execute oral and written instructions and policies.

- Applicable laws and regulations including but not limited to Washington State Residential Landlord-Tenant Act and local, state, and federal fair housing laws and regulations.
- Yardi software experience
- Proficient in languages used by community including, but not limited to, Spanish, Korean, Vietnamese, Cambodian, Russian, Tagalog, and/or Ukrainian.
- Working knowledge of complex affordable housing programs including HUD rental assistance, Low Income Tax Credit, HOME and/or other applicable regulated housing programs and PCHA policies and procedures.
- Demonstrated commitment to racial, gender, and economic equity.
- Relevant work experience in fair housing, affordable housing, property management, or other general management.

MINIMUM REQUIREMENTS

- An equivalent combination of experience and education that provides the necessary knowledge, skills, and abilities to perform the essential functions of this position.
- **LICENSES AND OTHER REQUIREMENTS:** Must possess ability to independently and efficiently travel to PCHA sites as required. Valid Washington Driver's License with an insurable driving record. If driver's license and own vehicle, must have an acceptable driving record at time of appointment and throughout employment, and proof of insurance. Consent to and pass criminal record background check in accordance with position requirements, including but not limited to HUD guidelines.

WORKING CONDITIONS

- Work is performed in an office environment and outdoors in all weather conditions
- The incumbent frequently uses standard office equipment including personal computers, telephones, and related equipment.
- **WORK SCHEDULE:** Keep office hours sufficient to serve the public and manage staff; Monday through Friday (8-hour shifts), daily shift hours to be negotiated; On-Call rotation required, with compensation, for after hours and weekends approximately every sixth week depending on staffing level
- Sitting or standing for extended periods of time.
- Mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Dexterity of hands and fingers to operate a computer keyboard and calculator.
 - Seeing to read various data both on paper and computer screen.
- Bending at the waist to retrieve materials.
- May include lifting up to 50 lbs.
- **HAZARDS:** Contact with dissatisfied or abusive individuals

EQUAL OPPORTUNITY

Pierce County Housing Authority is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

APPLICATION REQUIREMENTS AND PROCESS

- Submit both a one-page cover letter and resume.

- Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job announcement.
 - Resume should detail all education and experience that qualifies you for this position.
- **SUBMIT:** Email cover letter and email as attachments to HumanResources@pchawa.org with SUBJECT Line of "Resident Services Specialist– Your Last Name, Your First Name"
OR mail to:
 - Human Resources
 - 603 South Polk Street, Bldg. C
 - Tacoma, WA 98444
- Questions may be addressed to:
 - Ney Calhoun, Human Resources Manager
 - humanresources@pchawa.org
 - 253-620-5420
- **DUE DATE:** Position open until filled.

