

## TENANT RELATIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the investigation and background check of public housing applicants and tenants for approval or rejection. The incumbent verifies and computes applicant's income to determine appropriate rent and verifies tenant's income eligibility for continued occupancy. The Tenant Relations Assistant acts as liaison between the municipal housing authority and tenants, investigating complaints, conducting occasional field visits of apartments to determine conditions, and coordinating recreation and social activities for the tenants. This work requires the application of basic principles of human relationships to concrete situations. Supervision may be exercised over subordinate clerical employees. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Investigates and performs background checks of public housing applicants;

Reviews eligibility of tenants for occupancy;

Recommends approval or rejection of applications for tenancy;

Conducts annual verification of tenant's income for continued occupancy;

Maintains occupancy records including family and income;

Prepares periodic activity reports;

Accepts, records, codes, and verifies applications for tenancy;

Conducts investigations by home visits and/or interviews with applicants and tenants and their employers;

Receives and adjusts minor complaints of tenants;

Makes periodic inspections of tenants housekeeping habits;

Coordinates tenant's recreational and social activities, acting as liaison between tenants and management;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of investigating procedures, tenant selection and of the applicable provisions of the Public Housing Law relating to tenant selection; working knowledge of business English and basic financial recordkeeping practices and procedures; skill in interviewing and meeting with the public; ability to conduct independent investigations of facts; ability to organize, conduct and coordinate group recreational and social activities; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer application software; ability to get along well with others; good judgment; accuracy; dependability; initiative; tact; courtesy; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience in interviewing, investigating, community relations work or customer service.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for each year of the above stated experience, up to a maximum of two (2) years. There is no substitution for the additional one (1) year of work experience described above.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.