



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

Occupancy Specialist

Position Title:	Occupancy Specialist
Last Reviewed:	April 2023
Department:	Leasing
Position Status:	Full-Time
FSLA Classification:	Non-Exempt
Reports to:	Occupancy & Compliance Manager

Position Statement

The Occupancy Specialist interacts directly with prospective and current tenants to achieve maximum occupancy for all units across the Berkshire Housing portfolio. This individual is responsible for the leasing process from introduction to the actual occupancy of the new tenant. The Occupancy Specialist will be responsible for and assist in the daily administration of various leased housing programs and projects managed by Berkshire Housing.

Essential Responsibilities

Applications & Waiting lists

- Accept applications and determine eligibility or ineligibility for all leased housing programs/projects.
- Maintain waiting list for leased housing programs/projects.
- Develop a full understanding of the waiting list including data entry and all subsequent updating.

Customer Service

- Explain program eligibility requirements, regulatory and procedural information, apartment availability and waiting list procedures to potential and existing clients.
- Be responsive and timely to questions and concerns raised.
- Make referrals for other programs and services to appropriate staff or outside agencies.

Leasing Functions

- Perform all leasing activities in accordance with Berkshire Housing Services, Inc. policies and procedures.
- Prepare all required documents for signatures and arrange for appointments.
- Monitor, prepare and submit reports as requested.

- Set up unit showings and perform move-in, annual and interim income recertifications.
- Process rent increases and initiate and coordinate rent-up.
- calculate tenant rent and approve or reject applicants.
- Perform all applicant screenings based on Tenant Selection Plans
- Coordinate apartment availability with Property Managers
- Track and monitor vacancies.
- Complete unit transfer certifications
- Understand and comply with 504 Reasonable Accommodation Rules
- Monitor and sustain property/building compliance at all times.

Marketing

- Work in conjunction with the Director of Community Engagement to develop marketing programs aimed at reducing vacancy loss.
- Develop specific project plans for properties experiencing a greater than 5% vacancy loss.
- Become familiar with and visit all properties.
- Conduct open houses and informational sessions.
- Review all phone, email and internet inquiries and follow-up accordingly and timely.

Other

- Gain a complete understanding of computer software programs used in various programs.
- Submit all required vouchers to HUD or MHFA utilizing secure systems.
- Develop a complete understanding of secure systems, the voucher process & voucher reconciliation.
- Perform peer audits of all tenants move ins, recertifications, and interim recertifications.
- Process all needed audit paperwork & corrections.
- Ensure all BHSI programs/projects are in compliance with all funding sources by maintaining compliance data and responding to and preparing all external audit inquires.

Required Skills or Abilities

- Working knowledge of Microsoft Word, Excel, and basic internet skills
- Excellent verbal and written communication skills
- Occupancy Specialist Certification must be obtained within one (1) year of employment.

- Thorough knowledge of interviewing techniques and record maintenance.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.
- Knowledge of basic math principles sufficient to perform calculations for determining rent and resolving discrepancies.
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

Physical Requirements

- Sedentary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Work is performed in an office environment and requires the ability to operate standard office equipment (phone, fax machine, copy machine, postage machine, etc).
- Must have the ability to walk short distances.

Education and Experience

- High school diploma or equivalent
- Associates Degree preferred.
- Prior human service experience preferred but not required.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change anytime with or without notice.

This document does not extend the offer of permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: _____ **Date**_____

Team Member Signature: _____