

PLEASE POST CONSPICUOUSLY

WATERTOWN HOUSING AUTHORITY

ANNOUNCES

APPLICATIONS ARE BEING ACCEPTED FOR THE POSITION OF

OCCUPANCY SUPERVISOR

DATE POSTED: May 9, 2022
CLOSING DATE: May 25, 2022
SALARY: \$52,417 -\$66,693

PLEASE NOTE: This is a competitive title in the classified civil service; therefore, appointment will be on a temporary provisional basis only. To be eligible for permanent status, the individual accepting appointment will be required to pass a civil service exam and score among the top three.

Interested persons should complete an online civil service application

<https://watertown-portal.mycivilservice.com/>

A complete job description is attached.

Amie L McIntyre

Executive Secretary

DISTINGUISHING FEATURES OF THE CLASS: This position is in the Higher Level Clerical series and is responsible for overseeing daily housing operations. Responsibilities include interpreting and explaining regulations, policies, and procedures; managing the tenant reviews and evaluations; developing and monitoring work orders; and assisting with difficult tenant relations.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Supervises staff to include: prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policies and procedures, maintaining a healthy and safe working environment, and, making hiring, termination, and disciplinary recommendations.
- Reviews tenant accounts and rental adjustments requests and applications, verifies information provided, and recalculates payments; determines follow-up actions such as repayment agreements, account delinquency action, or requests for further information.
- Prepares reports on occupancy issues for senior staff; ensures documents and files are in order according to established guidelines and procedures.
- Assists employees with difficult tenant issues; troubleshoots and resolves problems as needed.
- Develops and monitors work orders; tracks turnaround time and satisfaction of tenants with work completed.
- Interprets and explains applicable regulations, policies, and procedures to staff, citizens, and residents; determines need for staff meetings to address common issues or changes in regulations.

FULL PERFORMANCE KNOWLEDGES AND SKILLS:

Knowledge of:

- Supervisory principles;
- Housing and HUD rules and regulations;
- Customer service principles in assisting residents and staff;
- Computers and related software applications;
- English language, grammar, and punctuation;
- Report writing techniques.

Ability to:

- Supervise and evaluate employees;
- Maintain various confidential records;
- Prioritize and assign work;
- Apply and explain housing and HUD rules and regulations;
- Use a computer and related software applications;
- Prepare and proofread a variety of reports and/or documentation;
- Recognize problems, identify alternative solutions, and make appropriate recommendations;
- Prepare and maintain confidential and department records;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Bachelor's Degree in Public Administration, Business Administration, Business Management or related field, and three (3) years of administrative office management experience, one (1) of which must have been in a supervisory capacity; or
- (B) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree Business Administration, Office Technologies (Administrative Assistant) or related field and five (5) years of administrative office management experience, one (1) of which must have been in a supervisory capacity; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.