

Position Title:	Landlord Engagement Liaison	Department:	HCVP
Reports to:	Director of HCV/MTW	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	October 2023
		Revision Date:	September 2024

Summary

The Greenville Housing Authority (TGHA) is designated as a “Landlord Cohort” in HUD’s Moving to Work program.

The primary objective of this role is to enhance service to property owners in the Greenville market in order to increase participation and maintenance of existing relationships. TGHA provides Housing Choice Vouchers and Project Based vouchers . Data collection, analysis and preparation are important components of this activity. A comprehensive understanding of rental real estate dynamics is essential for pinpointing enduring housing solutions across the region. Extremely effective communication with a diverse population and the ability to catalog and resolve challenges or concerns is a high priority. Position involves the need for creative thinking and execution of processes and activities needed for program success.

This role mandates a proactive approach to initiating, securing, and preserving relationships with landlords to ensure successful housing opportunities for HCV participants. As a Landlord Liaison, the incumbent will conduct educational sessions for landlords, staff, and program participants, focusing on available housing opportunities as well as delineating the rights and obligations of both tenants and landlords.

Serving as an integral component of TGHA, the Landlord Liaison fosters a cooperative environment with all TGHA HCV/PBV initiatives, promoting an integrated approach to housing stability and community prosperity.

All activities must support The Greenville Housing Authority’s (“TGHA” or “Authority”) mission, strategic goals, and objectives and should reflect the approved MTW Supplement objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Develop and maintain relationships with landlords that provide affordable housing options in the private rental market for eligible program participants.
- Conduct outreach to landlords, landlord groups and/or associations on behalf of TGHA via Telephone, Email, Online and In-Person workshops, present information about MTW Landlord incentives, and build landlord partnerships.
- Proactively seek out and identify available housing units and collaborate with landlords, the Eligibility Department and Housing Specialist to support client housing opportunities.
- Assist participants and landlords with mediating and resolving conflicts in coordination with Housing Specialist and Management staff.
- Participate in the delivery of orientations to the HCV and tenant education workshops (i.e., how to do a housing search, how to be a good tenant, tenant rights and responsibilities, etc.) to participants.
- Review Requests for Tenancy Approvals to ensure Housing Specialist accuracy and completion of required information, may send RFTA process notification letters.
- Assist in the distribution of HAP contracts
- Processes rent increase requests, preparing analytical data regarding changes in rental market and financial impact on the HCV program.
- Complete and maintain required handwritten and computer-based records, files, correspondence, and statistics in a timely, clear, thorough, accurate, and legible manner.
- Review issues involving failed inspection and or abatement concerns. Process and modify Owner Changes
- Perform other assigned related duties.



Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD regulations related to the HCV/PBV program.
- Knowledge of HUD regulations related to occupancy management.
- Ability to quickly learn complicated regulations and policies.
- Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
- Skilled with project management and able to direct work in situations without a supervisory relationship or other formal authority.
- Skill in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors and the use of message retrieval and transmission systems.
- Ability to compose effective correspondence accurately and rapidly.
- Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.



Education and/or Experience

Bachelor's degree in public administration and a minimum of two (2) years of experience in a similar public-facing position that includes presenting educational materials and resolving issues related to housing or community service.

Any combination of experience and education, provided that the knowledge, skills and abilities to perform the work has been demonstrated, may be sufficient to qualify for the role.

This position will require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

