



Position title	<i>Leasing Agent Assistant</i>
Reports to	<i>Property Management Supervisor</i>

Housing Authority of Utah County's Mission

We assist families in obtaining safe, affordable, and energy-efficient housing as they strive to achieve self-sufficiency and improve the quality of their lives.

Housing Authority of Utah County's Values

All employees are expected to live by these values during their work hours. Additionally, because our private actions have an impact on the way the Housing Authority is perceived in the community, all employees are also expected to live by these values outside of work hours.

- **Integrity.** We are honest with ourselves, our clients, our partners, and the community. Integrity is part of our nature and guides all we do and say.
- **Professionalism.** We are proficient and competent in all we do. We strive to continually improve our own capabilities and to always do our best.
- **Partnerships.** We cannot fully achieve our mission and vision without the help of others. We value collaborative efforts with others—individuals, nonprofits agencies, and government entities—whose missions and work aligns with ours. We work to build, sustain, and improve these partnerships.
- **Understanding.** We seek to continually understand the circumstances, perspectives, opinions, problems, and opportunities of clients, partners, funding agencies, and each other. We will act only after seeking to fully understand.
- **Respect.** Our respect for others is paramount. This respect is seen in the way we speak to and speak of others; we are courteous, thoughtful, and kind in all our interactions.
- **Safety.** We follow all safety rules and practices to protect the health and welfare of ourselves and others, even if it takes more time, is less convenient, or troublesome in any way.
- **Fiscal Responsibility.** We acknowledge that our success depends on our being good stewards of government and donor funds. We do all that is expected in our financial transactions, adhere to all policies, maintain appropriate transparency, and exercise sound judgement.

Position purpose

The Leasing Agent Assistant supports the mission of HAUC by providing quality management of HAUC-owned properties. This includes waiting list management, application screening, new client leasing, maintaining high occupancy rates, evictions, and community partner relations. The Leasing Agent Assistant provides excellent customer service to tenant, co-workers, vendors and community partners

Duties and responsibilities

- Verify eligibility according to property requirements, which includes checking references, background, verifying income and home screening in accordance with procedures.
- Show vacant units utilizing professional marketing procedures and maintain a high level of continued occupancy by leasing property in a timely manner.

- Input documentation into property management software, prepare lease agreements and sign documents with new tenant.
- Work with Eligibility Specialist to certify potential tenants, conduct briefing and orientation sessions for prospective tenants.
- Maintain tenant files and related documentation regarding continuing eligibility and adjustments.
- Resolve conflict and complaints among residents.
- Assures all residents are treated in a fair and consistent manner.
- Enter new work orders into property management software.
- Document and report tenant issues to supervisor.
- Refer residents to agencies in the community that may be able to assist tenant with needs or services.
- Address resident concerns in a timely and professional manner.
- Send or post notices regarding compliance to rules and regulations when a violation occurs.
- Maintain waiting lists including new applications and annual list purge.
- Pro-actively market units to qualified individuals.
- Perform yard checks and annual yard contest.
- Recommend tenant evictions to manager for approval for lease violations.
- Participate in hearings and appeals.
- Schedules and performs property inspections.
- Prepare quarterly newsletter for residents.
- Other duties as assigned.

Qualifications

- High School diploma or equivalent or equivalent combination of education and employment in a closely related field.
- Heavy contact with residents. Moderate contact with neighbors, human service agencies and members of the business community.
- Working conditions require some light physical effort in performance of duties. Surrounding are typical of the average office position.
- High level typing and spelling skills are essential to proper performance of duties.
- Able to adhere to basic office practices, procedures and equipment.
- Mathematics sufficient to perform calculations required for summarizing rent collections and rent adjustments.
- Read and interpret policies and guidelines in order to make sound decisions.
- Write and speak professionally.
- Positive attitude and able to work cooperatively with others.
- Work independently with minimal supervision.
- Present a professional image.
- Basic knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, and Housing Quality Standards.
- Must possess or be able to possess within 2 years the following: Property Management Certification, LIHTC Certification, USDA Certification.
- Must possess valid Utah driver's license with clean driving record.
- Able to pass criminal background check and drug screening.

Direct reports

No direct supervision required.