



Position Description

Position Title:	Leasing Assistant	Department:	Asset Management
Reports to:	Leasing Coordinator	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to assist the Leasing Manager with ensuring full occupancy by qualified tenants. The incumbent receives applications, verifies complete and accurate information, and assists with providing additional services to Public Housing participants.

All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") mission, strategic goals, and 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.

- Greets incoming residents and potential clients by assisting with the completion of all documentation necessary for the application process.
- Receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
- Receives and reviews applications from potential residents; interviews applicants; investigates and verifies information received; and assists with determining housing eligibility.
- Establishes and maintains filing system and clerical procedures for applications, certifications, and interims; verifies all data and changes reported by Public Housing participants; enters and retrieves data from the system, ensuring accuracy and completeness of information.
- Prepares residents for continued eligibility through the completion of necessary documentation and recertification appointments.
- Sends out notice of cancellation to applicants, housed clients, and landlords; processes cancellations, and withdrawals in the computer system.
- Schedules, notifies, and assists with the presentations of pre-occupancy programs for the Public Housing Program.
- Types office correspondence such as letters, forms, reports, contracts, and other materials.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.



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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.

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.

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; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

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

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

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

Education and/or Experience

High School Diploma or GED equivalent and a minimum of 2 years' experience performing application intake and maintenance. An equivalent combination of education and experience may be considered. Must possess a valid Indiana driver's license and be insurable under the Authority's plan.



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Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, 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; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally 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 usually moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date