



Bremerton Housing Authority

Resident Compliance Specialist

Department: Contract Management Services

FLSA Status: Non-Exempt

Grade/Level: 34

Job Type: Regular

Work Schedule: Regular Business Hours

Work Site: Remote after Training

Job Status: Full Time

Reports To: PBCA Compliance Manager

Amount of Travel Required: None

Positions Supervised: None

Union: OPEIU Represented Position

POSITION SUMMARY

The Resident Compliance Specialist plays a pivotal role in fostering positive communication and cooperation between project-based section 8 residents and owners/agents. This position is fast paced, involves receiving and relaying concerns through the Resident Hotline, ensuring all voices are heard, de-escalating resident who feel they are in crisis and advocating for appropriate resolutions. The Resident Compliance Specialist also serves as a valuable resource for residents and property management, offering guidance on Department of Housing and Urban Development (HUD) multifamily compliance. The Resident Compliance Coordinator is responsible for meeting goals and deadlines established by their manager and by HUD.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Function Summaries

- **Empathetic Support:** Provide empathetic and compassionate support to residents (who may be distraught), showing genuine concern for their well-being and emotional state.
- **Resource Referral:** Connect residents to appropriate community resources, services, or agencies that can help address their needs, even BHA/CMS cannot directly provide assistance.
- **Receiving and Addressing Concerns:** Welcome customer questions and concerns via telephone, email, and or in writing. Listen attentively, ask clarifying questions.
- **Documentation and Reporting:** Maintain accurate and detailed records of all interactions, ensuring that critical information is documented for future reference, reporting, and analysis. Records can include tenant and owner/agent interactions, inquiries, complaints, comments, and other actions taken.
- **Compliance with Guidelines:** Review and interpret Department of Housing and Urban Development guidelines to determine the necessity of creating a formal inquiry.
- **Effective Communication:** Contact tenants and owner/agents to respond to inquiries and notify them of and maintain timely communication.
- **Formal Inquiry Handling:** Initiate formal inquiries when required, including a step by step process to complete complaint forms, document complaints in writing, and notifying appropriate parties by phone and in writing.

- Resolution Tracking: Evaluate whether complaints have been satisfactorily resolved and, if necessary, send follow-up or closure letters to appropriate parties summarizing resolution.
- Issue Escalation: When necessary, refer unresolved tenant or owner/agent grievances to the appropriate party for further investigation.
- Compliance Team Support: As needed, assist the compliance team with other duties and functions.
- Additional Responsibilities: Embrace other duties as assigned, fostering flexibility and adaptability within our diverse workforce.
- Ownership of Tasks: Consistent monitoring of emails and deadlines, while prioritizing tasks throughout the entire duration of the shift, despite frequent interruptions.

POSITION QUALIFICATIONS

Diversity, Equity and Inclusion Requirements

As part of Bremerton Housing Authority's commitment to fostering an equitable and inclusive workplace all BHA staff must demonstrate commitment to cultivating a workplace culture that values diversity, equity and inclusion. They must work collaboratively to create and maintain an inclusive environment where all team members feel valued and included and must be willing to participate in equity and inclusion education and training programs.

Bremerton Housing Authority has the discretion to accept any other equivalent combination of education and experience when relevant.

Required Education and Experience

Education: High School Graduate or General Education Degree (GED): Required.
Associates Degree: Preferred.

Experience:

- 2+ years required of high engagement customer service experience with a vulnerable client base who may be in crisis. 3+ years is preferred.
- 3 plus years of experience in complex or specialized business administration, social services administration or case management,
- Must have intermediate to advanced skills in writing and verbal communication.
- 1 plus-year experience in the rental housing industry is highly desired.
- Experience searching program or industry regulations in a professional setting.

Computer Skills:

- At least Intermediate proficiency level in Microsoft Office programs, including Word, Excel, and Outlook.
- Intermediate to advanced level knowledge using various database operations, websites and cloud-based programs.

This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

Certifications & Licenses:

Certified Occupancy Specialist certification, desired or able to acquire it within 180 days of employment.

Other Requirements:

Must be able to maintain good attendance due to continuous coverage for the Resident Hotline being a critical component of the position.

Required Competencies

- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Conflict Resolution – Ability to deal with others in an antagonistic situation.
- Crisis Management – Ability to remain calm and composed under pressure, managing a crisis effectively by assessing the situation, prioritizing actions and making quick decisions when necessary.
- Critical Thinking – Ability to understand and address situations based on all available facts and information to define a problem and develop effective solutions.
- Cultural Sensitivity – Ability to avoid being offensive when communicating with others and show consideration when interacting with people of different cultural or socio-economic backgrounds.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures and HUD multi-family compliance regulations.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Emotional Intelligence – Capacity to be aware of, control, and express one’s emotions, and to handle interpersonal relationships judiciously and empathetically.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Judgment - The ability to formulate a sound decision using the available information.
- Organization – Ability to keep track of multiple and complex tasks.
- Patience - Ability to act calmly under stress and strain, and not be hasty or impetuous.
- Problem Solving – Ability to find a solution for or to deal proactively with work related problems.
- Reliability - The trait of being dependable, trustworthy, punctual, good attendance, and completing assignments on time.
- Research Skills - Ability to design and conduct a systematic, objective, and critical investigation.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Technical Aptitude – Performance Based Contract Administration (PBCA) Programs - Ability to comprehend complex technical knowledge and terminology of Project-Based Section 8 housing programs and applicable federal, state and local laws within the first six months in the position.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Time Management - Ability to utilize the available time to organize and complete work within strict deadlines.

WORK ENVIRONMENT

The employee primarily sits at a desk but can move about at will. Hand-eye coordination is necessary to operate various pieces of office equipment. The employee will occasionally need to lift and carry up to 30 lbs. The work environment is fast-paced, high volume, deadline driven and very detail oriented.

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	O	Lift/Carry	10 lbs or less	O
Walk	O		11-20 lbs	O
Sit	F		21-50 lbs	N
Manually Manipulate	F		51-100 lbs.	N
Reach Outward	O			
Reach Above Shoulder	O	Push/Pull	12 lbs or less	O
Climb	N		13-25 lbs	O
Crawl	N		26-40 lbs.	N
Squat or Kneel	N		41-100 lbs	N
Bend	O			
Grasp	O			
Speak	F			

Other Physical Requirements

- Vision (Near)
- Sense of Sound - listening to instructions and customer comments

Prepared by: Janis Castle, Human Resources Generalist Date: 11/14/2023

Reviewed by: Paula Kennedy, Human Resources Manager Date: 11/14/2023

Reviewed by: Kristy Yeadon, PBCA Compliance Manager Date: 11/14/2023

Reviewed by: Carlita Mendez, CMS Director Date: 11/14/2023

Reviewed by: Valarie Peaphon, OPEIU Union Representative Date: 11/16/2023

The Housing Authority of the City of Bremerton (BHA) has reviewed this position outline to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Review the job analysis or desk manual for greater details about the types of tasks being performed in this position. This document does not represent a contract of employment, and BHA reserves the right to change this position outline and/or assign tasks for the employee to perform, as the company may deem appropriate.



Equal Employment and Housing Opportunity

Barrier Free



Bremerton Housing Authority does not discriminate on the basis of race, color, creed, national origin, religion, disability, sex, sexual orientation, age (over 40), military status, whistleblower retaliation, or familial status in admission and access to its programs.

To request a reasonable accommodation for work related reasons, contact the HR office at 360-616-7107.

To request a reasonable accommodation for housing, contact a BHA Section 504 Coordinator at 360-479-3694.