BHHC LEASING AND OCCUPANCY SPECIALIST

Benton Harbor Housing Commission is the largest provider of affordable housing in the city of Benton Harbor. BHHC is looking for a self-starting leader to motivate and build teamwork within their portfolio. The Leasing and Occupancy Specialist is responsible for implementing the BHHC's leasing and occupancy policies and procedures in accordance with HUD, federal, local and other applicable laws, rules, policies, and procedures. This position is responsible for managing the application process, waiting list, lease ups and annual re-certifications. The Leasing and Occupancy Specialist performs a variety of tasks related to the admission and occupancy of Public Housing low-income units. The specialist's position may require flexibility in the areas of working between the BHHC's central office and various other sites, work schedule, duties, and responsibilities.

This position reports to the **Property Manager**. The following is a description of the duties associated with the Leasing and Occupancy Specialist position.

PRINCIPAL DUTIES

- Process applications, identify qualified applicants, manage the waitlist, and tenant selection plans while upholding all Fair Housing principles.
- Compile required documentations such as income verifications, utility cost, medical
- expenses, homeless verifications, and disability verifications according to local, state, and federal funding policies for new move-ins and annual recertifications.
- Assist in the completion of initial application intakes and retro rent processes and leasing
- up vacancies.
- Assist with tenant community meetings.
- Work and communicate with maintenance team, including entering and tracking workers.
- Assist in recruiting participants for the FSS program.
- Monitor the background screening process to ensure it follows HUD Regulations and Fair
- Housing Standards and that is solely used for determining eligibility according to HUD
- and the BHHC'S Admissions and Continued Occupancy Policy
- Work in collaboration in completing tenant file audits.
- Monitor and process change of information notifications to update tenant accounts.
- Ensure tenants accurately complete annual re-certifications according to BHHC policies and procedures including sending/ delivering recertification notifications in a timely manner.
- Schedule and conduct required recertification interviews that consist of the following:
    - pre-determined questions and checklist of HUD required forms to ensure that all
    - applicants and tenants receive the same information.

    - Using mandatory Enterprise Income Verification (EIV) reports as third party
    - verification.
- Process resident re-certification paperwork (annual re-certification and interim recertification).
- Recalculate rent and monthly payments.
- Report finding of re-examinations (i.e. changes in family compositions, income) in a
- timely manner.
- Assist with unit transfers processing and scheduling unit transfers.
- Maintains a professional and friendly environment in the office when prospective and current residents are present.
- Organizes applicant and tenant files to ensure timely completion of all steps in the leasing and/or recertification process.
- Offers a high level of customer service to residents, applicants, service providers, and clients.
- Schedule and conduct re-examination interviews with tenants.
- Enter move-out data into the system.
- Ensures privacy and maintains security of confidential materials.

PREFERRED QUALIFICATIONS

- Associate's Degree AND
- Moderate experience in affordable housing property management, Fair Housing Law, Landlord-Tenant Law OR
- An equivalent combination of experience and education that provides the necessary knowledge, skills, and abilities to perform the essential functions of this position.
- Verification of qualifications/ licenses/ certifications required as applicable

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Federal, state, and local laws, rules, and regulations and Public Housing policies and procedures
- Basic math principles sufficient to perform calculations for determining rent, resolving discrepancies, PIC and EIV errors.
- Maintenance of records.
- Operation of personal computer, related software, and other standard office equipment.
- Must be detailed oriented and organized.
- Able to produce timely and accurate documents.
- Able to work on multiple projects simultaneously.
- Excellent written and verbal communication skills.

- Provide excellent customer service.
- Tactfully and courteously interact with public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner. Ability to prepare clear, concise reports and make recommendations within scope of responsibility.
- Resolve controversial issues
- Ability to work independently and in a team environment.
- Communicate effectively (verbally and in writing).
- Ability to deal effectively with situations requiring tact and diplomacy.
- Handle phone calls; compose and reply to emails and text messages from applicants, participants, and the public.

WORK ENVIRONMENT:

Applicants must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL ENVIRONMENT:

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires exposure to fumes or airborne particles; work is generally in a moderately noisy location (e.g. business office, light traffic).

PERIOD OF TERM: AT WILL EMPLOYMENT

SALARY & BENEFITS:

The salary range for this position is based on qualifications and professional experience. Performance based merit increases and COLAs are reviewed on an annual basis. A comprehensive health care benefits package for you includes medical, dental and vision insurance, life and long-term disability insurance plans, vacation, sick and personal leave, tuition reimbursement, and retirement benefits are also available.

APPLICATION REQUIREMENTS:

To be considered for this opportunity, you must complete the application profile in its entirety by **August 17, 2026**. Applications can be obtained at 721 Nate Wells Sr. Drive, Benton Harbor, MI 49022. Please include a detailed résumé of all educational and professional experience.

EQUAL OPPORTUNITY:

Benton Harbor Housing Commission is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

JOB TITLE: Property Manager

APPLICATION DEADLINE: **August 17, 2026**

SALARY (Non-exempt): Salary Range Based on Experience

JOB LOCATION: Benton Harbor, MI

(PHA may revise this job description from time to time as business needs require. It is not intended to be an exhaustive listing of all the functions of the job, nor to limit PHA's right to assign other functions to an employee in this position.