

**HOUSING OUTREACH SPECIALIST**

(Albany Housing Authority)

**DISTINGUISHING FEATURES OF THE CLASS:** Under general supervision, an incumbent of this position performs complex clerical support work and administrative tasks for the department/division head. The work performed is higher level in nature and requires good knowledge of the policies, functions, and procedures of a department. Ability to interact with tenants, landlords, and supervisory staff; and exercise of independent judgment is a major aspect of the work. The incumbent also will act as a landlord liaison for the Section 8 Subsidy Program.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Develops and maintains housing provider relationship promoting retention for housing assistance programs;
- Identifies property owners, property managers, service providers and management companies who are willing to provide housing for the voucher program applicants and participants;
- Develops outreach methods for the housing assistance programs on continuous basis;
- Engages with community landlords and property owners as effective partners to preserve and expand the quality and quantity of available affordable housing options;
- Collects, compiles, and maintains detailed information, data and statistical reports,
- Maintains data on rent reasonable and available rental housing units
- Performs outreach, briefings, group meetings and conducts housing market research;
- Solicits input from realtors, merchants, private landlords, Not-for-Profit Corporations, and other sources of projects;
- Develops and maintains open lines of communication between the residents, community, landlords and the housing authority;
- Receives telephone calls, makes appointments, and acts as receptionist;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

- Good knowledge of housing market research methods
- Proficient knowledge of personal computers and office equipment;
- Excellent oral and written presentation skills;
- Skills and sensitivity to work in a liaison role with low income individuals and landlords;
- Ability to work with minimal supervision and organize and implement projects on his/her own initiative;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

A minimum of two (2) years experience in market outreach, housing counseling, or related fields.