

JOB TITLE: Waiting List Analyst and Offers
Manager**GRADE:** 9A**UNIT:** Teamster**STARTING SALARY:** \$61,331.81**POSTING DATE:** Monday, June 14, 2021**APPLICATION PROCEDURE:** Please submit a cover letter and resume detailing your qualification. No phone calls or letters. Deadline: Wednesday, June 30, 2021Send your information to: hr@bostonhousing.org. Please be sure to identify the position you are applying for.**ABOUT US:** Boston Housing Authority (BHA) provides quality affordable housing for low-income families and individuals through the public housing and Section 8 rental assistance programs. BHA serves more than 58,000 of Boston's most vulnerable residents – including elderly, disabled, children and low-income families from a broad range of backgrounds and experiences.

We foster vital communities that are essential to the city of Boston's economic diversity and way of life. As the largest housing provider in Boston, we bring stability, opportunity, and peace of mind not only to the thousands of low-income families we support, but to the city as a whole.

ABOUT THE JOB:

Under general supervision, of the Assistant Director and Director of Occupancy, has oversight of the overall administration and maintenance of the BHA's housing programs waiting lists, housing offers process, and the redevelopment relocation transfer process. Directs and/or assists in the development of marketing strategies for BHA's housing programs. Oversees every aspect of the BHA housing programs waiting lists analysis and housing offer process to ensure compliance with BHA Regulations as well as applicable state and federal regulations. Based on an analysis of existing occupancy data, determines the number and types of applications to be referred to the final eligibility screening process and maintain a sufficient pool of screened cases for each reported vacant unit by site and housing program. Responsible for the efficient operation and security of the department's information management system which includes waiting list management and maintenance, and oversees assignment of eligible applicants and transfer applicants to available units in an efficient and timely manner. Interfaces with staff in other BHA departments regarding such matters as marketing, waiting list management, vacancy turnaround and related occupancy matters. Also interfaces with all levels of property management staff regarding housing offers, as well as, housing acceptances and housing refusals. Generates both regularly-scheduled and special reports when requested. Ensures that all files to be placed into final eligibility screening are identified, pulled, and appropriate notices are mailed and filed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Analyzes waiting list data on a regular basis and when necessary, prepares or assists in the preparations of marketing initiatives to attract a broad range of applicants for both the Family Housing Program and the Elderly/Disabled sites.
- Confers with other BHA staff to ensure coordination of all marketing efforts.
- Direct responsibility for the department's information management system, including regular analysis of occupancy data and determines (based on an established model) the number and types of applications by priority category, unit size and special housing need, which need to be referred to the final eligibility screening process and that notices to schedule appointments with the departments' screening staff are mailed in a timely manner.
- Works with MIS staff to design all reports, and is responsible for producing all reports necessary to ensure that offers of housing are made to appropriate applicants (including transfer applicants) and that the assignment of those applicants to available units is made in an efficient and expedient manner to minimize vacancy loss.
- Assists other Authority staff by developing and producing reports providing current waiting list data.
- Interfaces with staff in other Authority departments regarding marketing, waiting list management and other matters related to the general occupancy cycle including but not limited to receiving and processing transfer applications.
- Produces regular and special reports as necessary to update the estimated wait time to reach the screening process by site and by bedroom size.
- Maintains department records as well as applicant files related to the housing offer process in an efficient and secure environment. Daily sorting of the waiting list to ensure waiting list accuracy.
- Locate and review all files before finalizing unit offers and transfers, in order to ensure accuracy regarding approved reasonable accommodation requests and special unit characteristic required.
- Processes housing offers for all housing programs under the Occupancy Department's responsibility.
- Processes Redevelopment Relocation Transfer Requests and respective housing offers to ensure redevelopment construction schedules may be successfully achieved.
- Reviews and makes final decisions on Good Cause requests for housing offer rejections.
- Logs and refers housing offer related reasonable accommodation requests to the appropriate department staff for review and decision making in a timely manner.
- Direct supervision of the Occupancy Department Administrative Aides and other department staff as needed
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

A high school diploma or GED is required. A Bachelor's Degree is preferred. Experience in the areas of management information systems, business administration or related field is required. Ability to handle multiple priorities as well as the ability to analyze data and recommend new business practices is required. Knowledge of fair housing, good cause, reasonable accommodation and affordable housing regulations including tax credit preferred. Proven experience in a supervisory capacity, leadership role, or other relevant role is preferred. Superior customer service skills, excellent written and oral communication skills, and interpersonal skills preferred. Excellent organizational and time management skills. The ability to set priorities and work independently and efficiently to manage individual responsibilities, as well as, ability to work collaboratively and proactively as a team player to achieve team goals. Ability to relate positively to the public and the commitment to working in a community that values diversity. Demonstrated ability to write and speak effectively as well as a capacity to understand the concerns of individuals and families of low income. Experience in writing programs to extrapolate data from a database is preferred. Multi-lingual preferred. Willingness and ability to accept a wide range of multiple responsibilities, tasks, and interactions in a challenging and often stressful office environment that is fast-paced, while remaining attentive to accuracy of work. Must be CORI certified.

BHA BENEFITS:

BHA's generous benefits package includes 13 paid Holidays, 3 Personal Days, 2 week vacation, 3 weeks of paid sick leave, participation in the City's pension plan, and healthcare through the Commonwealth, and much more.