



Housing Authority of the City of Reno

LANDLORD LIAISON

DEPARTMENT: Rental Assistance
REPORTS TO: Director of Rental Assistance
EXEMPT/GRADE: Non-Exempt / Grade 11

SUMMARY

Under general direction, the Landlord Liaison markets the Rental Assistance Department's Housing Choice Voucher program and special purpose voucher programs to landlords, promoting ongoing relationships with existing landlords and encouraging new participation through one-on-one meetings with potential landlords. The Landlord Liaison would serve as the primary point of contact for landlords for all their interactions with the agency.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Markets the Housing Choice Voucher program to new landlords with the goal of increasing landlord participation and voucher utilization.
- Resolves landlord questions, inquiries, issues, or complaints in person and/or via phone, email, fax, or correspondence.
- Conducts monthly New Landlord Briefings to promote understanding of the voucher programs and foster participation from new landlords.
- Conducts presentations on the Housing Choice Voucher program and special purpose voucher programs to community agencies, in coordination with the Public Affairs Officer.
- Attends regular Nevada State Apartment Association and Reno/Sparks Association of Realtors meetings.
- Conducts marketing surveys to assess landlord satisfaction with the voucher programs and determine which potential incentives would best address landlord concerns.
- Regularly contacts landlords to develop and maintain a list of area vacancies to use for referring clients with active vouchers.
- Maintains the listing of landlords currently accepting vouchers to be provided to clients during their briefing.
- Communicates with community partners (including, but not limited to Washoe County, City of Reno, Salvation Army, and EEPN) regarding the availability of assistance and providing client referrals, as appropriate.
- Travels to local landlord offices to obtain executed leases and signed Housing Assistance Payment (HAP) contracts, expediting the lease-up process.
- Facilitates vendor changes in the RHA computer system by gathering all necessary documentation from the landlord(s) and distributing to Finance and Rental Assistance staff as needed.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of functions, basic organization and procedural constraints related to the operation.
- Knowledge of HUD and Authority low-income housing programs and regulations preferred.
- Knowledge of office administrative procedures, systems, and equipment.
- Knowledge of correct English usage, including spelling, grammar, punctuation, vocabulary, and basic mathematics.
- Ability to communicate tactfully and effectively in both written and verbal form.
- Ability to maintain effective, professional working relationships with staff, co-workers, clients, other agencies, and the public.
- Ability to organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Ability to operate office equipment such as copiers, personal computers, facsimile machines, printers, and other equipment.
- Ability to type accurately at a speed sufficient to complete assigned work in a timely manner.
- Ability to use various computer systems and programs accurately and efficiently.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- 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.
- Work in an office setting, frequently operate standard office equipment including computers, printers, scanners, telephones, copiers, and calculators.



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- Conducts individual or group briefing sessions for new participants to explain program requirements and issue vouchers, especially for special purpose voucher holders.
- Conducts time-sensitive Housing Quality Standards (HQS) inspections for special purpose voucher holders to ensure timely completion of the lease-up process and maximized utilization.
- Conducts quarterly Landlord Workshops.
- Sources relevant content and publishes the quarterly landlord newsletter.
- Assists with related work in other programs/departments as required.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone.
- Ability to lift, carry, push, and pull materials and objects up to 25 pounds.
- Occasionally bend, stoop, kneel, and reach.
- Ability to travel to different sites and locations as required to perform job requirements.
- Exposure to traffic conditions and external environment when traveling from one location to another.

QUALIFICATIONS

- Bachelor's degree with major coursework in marketing, public relations, communications, or a related field.
- Two years of increasingly responsible experience in public communications, community relations, or subsidized rental assistance programs with specific experience communicating with landlords.
- An equivalent combination of education and experience which demonstrates possession of the knowledge, skills, and abilities necessary to perform the work may be considered.

ADDITIONAL REQUIREMENTS

- Obtain and maintain certifications, licensure or credentials that relate to the position as directed by the Authority.
- Valid Nevada Driver's License at time of appointment with an acceptable driving record throughout employment is required.
- Provide a copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of offer.