Pierce County Housing Authority
Providing safe, decent, and affordable housing and economic opportunity, free from discrimination.

| Job Title/Pay scale: Landlord Liaison Specialist/DOQ | Date: Open until filled - first consideration given to PCHA OPEIU Members through 6 pm February 25, 2020 |

Job Description:

Purpose:
The Landlord Liaison Specialist will lead PCHA’s efforts to recruit and retain landlords participating in the Housing Choice Voucher Program. Landlord participation is essential to the business model of Section 8 and its related goals and mandates to increase housing choice for participants. Marketing and outreach to new landlords, as well as current landlord retention, are the primary goals of the Landlord Liaison Specialist.

Duties:
The incumbent will design and implement a systematic approach to landlord recruitment and retention. Activities may include, but are not limited to:

Marketing:
Conducting Community presentations, creating flyers and brochures, marketing and outreach at conferences or other events associated with landlords. PCHA’s webpage will become foundational to the marketing and retention of landlords and the Landlord Liaison will be responsible for the content and end user experience of landlords seeking information or providing information via the internet and webpage. The Liaison will manage posting of landlord properties to PCHA’s website and ensure operation and relevancy of all other landlord related website functions. Particular attention will be paid to landlords offering housing in areas historically underserved by Section 8 participants.

Retention:
The Liaison will play a critical role in retention of participating landlords. The Liaison will be the lead for ensuring that each landlord has a positive customer service experience, even when the landlord’s tenant experience may not be as positive. It is essential that the Liaison possess the requisite social and communication skills to ensure that each landlord feels that their participation is valued by Pierce County Housing Authority. The Liaison must possess exceptional listening skills and the ability to provide empathy while adhering to PCHA and HUD program policy.

Leasing and Contracts:
This position reviews and prepares Housing Assistance Payment contracts and leases to determine they are executed per HUD regulation. They must accurately and efficiently review leasing documents for required stipulations, and when necessary, request corrections from landlords. The Liaison must have the ability to review detailed documents and correspondences, while juggling multiple deadlines.

Training:
The Liaison will conduct, at a minimum, quarterly trainings designed to enhance the landlord experience. Quarterly trainings will focus on preparing landlords to participate in the Section 8 program through all phases of the lease/HAP process. The Liaison will also provide training to PCHA staff (Executive, HCV, and Finance) regarding improvements to the landlord experience based on feedback (including landlord surveys).

Evaluation:
The Liaison will conduct surveys and collect other data at critical junctures of the landlord experience providing detailed data analysis and reporting to the executive leadership. The Liaison will utilize data to suggest changes to program delivery that enhance the landlord experience while adhering to all regulatory requirements.

Recognition:
The Liaison will be responsible for identification and implementation of recognition events to provide participating landlords with tangible or knowledge based recognition for their participation in the Section 8 Program.
**Partnership:**
The Landlord Liaison will coordinate with other community activities designed to attract landlords to the provision of affordable housing (while ensuring that such activities benefit PCHA and its program participants).

**Termination:**
The Liaison will, when requested and determined to be appropriate by executive leadership, accompany landlords to participant termination hearings. The Liaison will assist the landlord by explaining the termination process, participant rights, and the presentation of materials related to termination. The Liaison will represent PCHA and prepare termination notices related to tenant caused HQS failures. *The Liaison will not provide legal advice, instead referring landlords to regulatory/policy source documents and encouraging consultation with legal counsel.*

**HQS Inspections:**
The Liaison will conduct HQS inspections when necessary, including required quality assurance inspections of contract inspected units, complaint inspections in non-PCHA owned units, initial inspections, and emergency inspections.

The Landlord Liaison assignments may include public speaking, climbing stairs and ladders, lifting objects weighing up to 25 pounds and making entry into confined spaces such as crawl spaces and eaves.

*This description was prepared to indicate the kinds of activities and levels of work difficulty required. It is not intended as a complete list of specific duties, skills, and responsibilities. Other duties may be assigned. Attendance is an essential job component.*

**Required Skills, Knowledge and Experience:**

- Excellent communication skills (written and oral), including grammar and spelling.
- Customer service experience.
- Marketing experience.
- Comfortable providing information, training, and outreach to large audiences.
- Ability to utilize common software for the creation of written materials.
- Ability to design and utilize data collection for program improvement purposes (including, but not limited to common software such as Excel and Survey Monkey).
- Ability to incorporate lessons learned into future activities (critical thinking and problem solving).
- HQS Certification and experience conducting HQS inspections and associated documentation according to HUD requirements.
- Satisfactory completion of NanMcKay Housing Specialist Training with a score of 85% or higher.
- Creativity demonstrated in all facets of the work, particularly in regard to design of graphic materials.
- Good attention to detail.
- Highly organized.
- Ability to work in a group environment.
- Ability to adapt to changing schedules and hours.
- Ability to establish and maintain effective working relationships with colleagues, participants, landlords, and the general public.
- Knowledge of local, state, and federal Fair Housing Law.
- Ability to work effectively as a member of the team.
- Desire and ability to work with people of various cultural and socioeconomic backgrounds.
- Ability to work without close supervision.
- Ability to communicate, understands, and follows verbal and written instruction in English.
- Applicant must possess or be able to obtain a valid Washington State Driver’s License, have a fully insurable driving record and reliable transportation.
| Represented Position: | Union membership is required within 30 days of employment | Years of Experience & Education: | • Bachelor’s degree in business, human services related field, communications, or similar.  
• Any equivalent combination of related education, training and experience which would demonstrate, to the Authority’s satisfaction, the ability to perform the work.  
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