

JOB DESCRIPTION | **Occupancy Specialist**

The **Occupancy Specialist** will be responsible for marketing to and income/asset-qualifying potential applicants for affordable homeownership and/or rental developments as part of the Affirmative Fair Housing Marketing team. The Occupancy Specialist will report to and be supervised directly by the Director of Affirmative Marketing. The Director of Affirmative Marketing will assign specific programs and/or projects to the Occupancy Specialist. The Occupancy Specialist will be responsible for and assist in the daily administration of various housing communities for DVM Housing Partners.

Our ideal **Occupancy Specialist**:

- is committed to **exceeding the expectations** of those around them by providing exceptional service.
- is **trustworthy and reliable** to do the right thing - no matter what!
- embraces constructive criticism and **pushes to get better every day**.
- **welcomes everyone** and knows that the best ideas are born through diversity of thought and perspective.

Major responsibilities include, but are not limited to the following:

- o **APPLICATIONS AND WAITLISTS:** Accept applications and determine eligibility or ineligibility for all housing programs/projects. Interview and process applications for new move-ins, and annual- and interim recertifications according to income-restricted program guidelines. Maintain waiting list for rental housing programs/projects; develop a full understanding of the waitlist including data entry and all subsequent updating.
- o **CLIENT SERVICES:** Explain program eligibility requirements, regulatory and procedural information, apartment availability, and waitlist procedures to potential and existing clients. Be responsive and timely to questions and concerns raised. Make referrals for other programs and services to appropriate staff or outside agencies. Engages extensively with all levels of staff at DVM, clients, and consultants.
- o **LEASING FUNCTIONS:** Perform all affordable homeownership and rental activities in accordance with DVM Housing Partners policies and procedures; prepare all required documents for signatures and arrange for appointments; monitor, prepare, and submit monthly reports; submit required reports to Boston Fair Housing Commission (BFHC), HUD, and/or other Massachusetts funding agencies; show apartments when necessary; perform annual and interim income recertifications; initiate and coordinate sell-out or rent-up procedures for assigned properties; calculate applicant or tenants' income; approve or reject applicants; coordinate unit availability with property managers and/or resident managers.
- o **MARKETING:** Assist in developing marketing programs to promote housing opportunities available through DVM. Develop specific marketing plans for properties based on location. Become familiar with and visit sites, conduct open houses and informational sessions. Review all phone, email, and internet inquiries and respond to each in a timely manner. Develop and submit for review property-related responses/all communication materials as assigned.
- o **COMPLIANCE:** Update and maintain department policies, manuals, files, databases, and other documentation necessary for homeownership and/or rental properties. Provides compliance support and file supervision for all housing developments. Ensure DVM communities comply with all federal and state fair housing laws.
- o **ADMINISTRATION:** Process invoices related to lease-up and marketing expenditures. Responsible for the day-to-day office administration including centralized ordering of office supplies. Assists in planning and leading special event activities under the direction of Senior Staff. Perform problem-solving on routine administrative and operational issues, working with property managers and DVM Senior Staff.

The **Occupancy Specialist** must develop an understanding of the relationship this position has with the overall objectives of the company and our clients. This position may include all other job functions normally associated with a position of this type in the housing management industry.

Qualifications

- High School Diploma or equivalent required; Associate's or Bachelor's degree preferred.
- Have COS/TCS/BOS credentials, or attainment within six months of hire.
- 2+ years in a property management role.
- 2+ years of experience with income-restricted rental housing, specifically HUD Section 8, LIHTC, and/or other income-restricted housing programs.
- Understanding of the U.S. Department of Housing and Urban Development (HUD) 4350 handbook is preferred.
- Evidence of strong skills in organization, prioritization, and self-direction is required.
- Problem-solver and use of logical reasoning when reviewing alpha and numeric data.
- Strong proficiency in verbal and written communication.
- Demonstrates a sense of urgency and the ability to meet deadlines.
- Maintain confidentiality and respect for applicants, clients, and staff.
- Working knowledge of AppFolio, Yardi Voyager Property Management, or similar software.
- Strong proficiency in Google Business Online Platform (Sheets, Slides, Docs, Forms, and Workspace), Microsoft Word, Excel, and PowerPoint.
- Bilingual (Spanish and English) preferred.

Job Type: Full-time

Work Schedule: Monday through Friday
9:00AM - 5:00PM
Weekend and evening availability may be required occasionally

Compensation: \$50,000- \$72,000 based on relevant work or lived experience

Benefits: Three weeks of vacation time on an accrued basis
One week of sick time on an accrued basis
Healthcare Reimbursement Program

Supplemental

Pay: Bonus pay at the Company's discretion

How to Apply:

Please submit a cover letter and resume to Dariela Villón-Maga via email at dariela@dvmconsult.com.

ABOUT US

DVM **Housing Partners** (DVM), formerly DVM Consulting, is a Boston-based firm committed to creating and preserving income-restricted housing. We achieve this by providing real estate development and affirmative fair housing marketing services to high-impact real estate communities. We are:

Community-Centered: We bring a community-centered approach to every aspect of our work, setting ourselves apart from more traditional developers and marketing agents. At DVM, we succeed by caring about, listening to, and respecting our residents, clients, and staff. Our team embodies our values, enabling our clients to achieve their desired physical, financial, and social outcomes.

Experienced: Our approach is informed by 20+ years of deep industry knowledge and experience, spanning across multi-family real estate development, property management, community engagement, and resident services programming.

Woman-of-Color Owned and Operated: We are a certified Women/Minority Business Enterprise (W/MBE). Our company is 100% women/minority-owned and 100% of DVM leadership staff are women of color.

Equal Opportunity Employer / Drug-Free Workplace

DVM Housing Partners | 35 Batchelder Street | Roxbury, MA 02119
Email: info@dvmconsult.com | **Website:** www.dvmhousingpartners.com