

JOB POSTING FOR THE LEBANON HOUSING AUTHORITY

Title: Occupancy Specialist

Reports To: Director of Housing

FLSA Status: Non-Exempt

Employment Status: Full-Time

Work Location: In person

Position Summary

The Lebanon Housing Authority is currently taking applications for an Occupancy Specialist. The Occupancy Specialist performs complex administrative and confidential support functions to assist the Director of Housing in accomplishing the daily administrative and tenant accounting functions of the Public Housing Program. In this position you must perform a variety of tasks involving reception, data processing, and rent collection services for the housing department.

Responsibilities

- Reception duties include answering the telephone, screening calls, and greeting visitors in a courteous professional manner. Answer general inquiries from other employees and the public, in person and over the phone. Refers calls and/or visitors to other employees or departments as appropriate.
- Review applications and documentation for completeness. Enter data provided into our software for further processing.
- Obtain/verify backgrounds checks and background information.
- Ensures that all requirements for written independent verification of information are met in an appropriate and timely manner.
- Periodically reviews applicant files and updates information as needed.
- Conducts recertifications/certifications/interims/transfers in accordance with HUD and Agency policies and procedures. Request's bank, TANF, food stamps, employment, school/college, childcare verifications from appropriate agencies to complete recertifications/certifications.
- Performs tenant accounting functions such as entering and posting receipts to tenants' accounts in a timely and accurate manner, posting (credits/debits), balancing, and reconciling tenant accounts, ensuring timely updating of software system to reflect late rent.
- Runs reports daily for outstanding balances, deposits, adjustments, refunds, collection loss, and documents the adjustments with proper documentation. Ensures that everything balances before running the end of day report.

- Responsible for issuance of delinquent notices and initiates eviction process when warranted, ensuring appropriate court documents are filed in a timely manner and appears as necessary.
- Assists in preparation and maintaining information required for audits and/or HUD monitoring reviews.
- Post's payments received for tenant promissory notes and prepares monthly billing.
- Processes tenant accounting transfers, including the preparation of move-out statements and deposits related security deposits to the new site security deposit account.
- Receives incoming maintenance calls/notices from residents, vendors, contractors and staff concerning needed maintenance repairs of routine or emergency nature and responds in a courteous manner. Responds to process requests in a timely manner.
- Accurately enters all work orders into the system and provides work order notification and tracking numbers to maintenance personnel and/or Property staff as appropriate to the situation.
- Keeps a daily log tracking work orders generated, closed, and in progress. Update's status of all pending work orders along with placing all pest control issues reported by residents on the pest control log service.
- Serves as a liaison between residents and Agency staff, addresses housing issues and complaints and refers significant concerns to the Housing Director.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

High school diploma or possession of a certificate of equivalence of High School Achievement (GED). Secondary training in secretarial skills and/or an Associate's Degree with one (1) to two (2) years of relevant experience or an equivalent combination of education and experience may be considered.

For a detailed job description please visit the Lebanon Housing Authority's website at www.lhatn.org. and search the "careers" tab. Please submit all resumes to financedirector@lhatn.org. The deadline to apply is July 27, 2026 at 4:00 pm.