Wichita Falls Housing Authority
Resident Compliance Specialist

The Resident Compliance Specialist is selected by and responsible to the Executive Director.

Definition:

Works under general supervision to ensure that residents adhere to WFHA rules and regulations, address concerns, and enforce WFHA rules and regulations. Ensures that residents maintain financial obligations and lease compliance. Ensures that reasonable accommodations are met and maintains pet compliance, as well.

General Duties:

1. Responsible for maintaining lease compliance.
2. Resolves complaints and lease violations by conducting mediation and/or lease violation conferences.
3. Authorizes payment arrangements and maintains accurate records of repayment contracts
4. Functions as authorized agent for Justice of the Peace/District Court for all non-payment and non-compliance lease terminations (evictions).
5. Maintain curb appeal through monitoring yards and front and back porches for trash and un-allowed items. Tag and remove vehicles not meeting posted requirements.
6. Conducts semi-annual housekeeping inspections and prepares all associated notices and paperwork. Conducts Housekeeping Clinics. Issues lease termination notices for housekeeping violations.
7. Responsible for registering and maintaining files for Resident pets and vehicles.
8. Serves as 504/Reasonable Accommodation Coordinator.
9. Assists in coordinating Resident Council activities.
10. Manages resident council's funds (tenant services and resident participation).
11. Supervises the publication of the Residents' bi-monthly newsletter.
12. Supervises residents participating in the HUD stipend program.
13. Point of contact for police officers. Back-up point of contact for constable.
14. Approves and Denies applications. Conducts informal hearings when requested by denied applicants.
15. Coordinates barred person review committee meetings. Maintains Barred Book.
16. Assists, when necessary, with any other duty as directed by the Executive Director.
17. Consistently presents Wichita Falls Housing Authority and its services in a positive manner and adheres to fair housing practices, customer service guidelines and procedures.

Performance Measures:

Ability to communicate and facilitate a cohesive working environment between residents and staff.

Work to establish strong community relationships that will better meet the needs of residents and outside agencies.

Keep management appropriately informed of area activities.

Assistance and support are provided as needed within the Authority.

Department files are appropriately maintained.

Qualifications:

1. Preferred Bachelor degree in the field of social services
2. Prefer experience in public housing, apartment management or related fields.
3. Possession of a Valid Texas driver's license required.

To Apply, please apply at either of the following agencies:

➢ Express Employment	3612 Kemp Blvd	940-691-8367
➢ Mystaf	1501 Midwestern Parkway #102	940-322-5588