The Topeka Housing Authority
Open Positions

Link to Topeka Housing Authority Employment Application

Job Title:	**Resident Assistant**	**Hourly Rate:**	**$10.00**
Start Date:	Immediately Hours: Approx. 20-25 hours a week Monday through Friday PART TIME TEMPORARY	**Reports To:**	**Public Housing Manager**
Department:	**Public Housing**	**HR Contact:**	**Aubrey Thompson**
Applications:	**Email: abozarth@tha.gov** **Fax: 785-357-2648** **Mail: 2010 SE California Ave. Topeka, KS 66607**	**Submit an Electronic Application:**	**Topeka Housing Authority Employment Application**
Job Description:			

I. THA'S VISION

Successfully provide quality, accessible, affordable housing. Success is defined as: putting applicants, tenants, and participants first; market competitiveness; and, financial strength and integrity.

II. TASKS

This staff member will perform the Resident Assistant tasks described below in a combination to be reviewed and agreed on at least annually.

A. Emergency Assistance

Respond to accidents and emergency situations as appropriate including calling 911 and/or THA. Report and document accidents and emergencies. Reset the elevators after an alarm and notify maintenance of any elevator malfunction.

B. Resident Assistance

Respond to questions and help residents respond to THA inquiries and complete THA forms. Assist residents with mail, receive mail/packages, and announce mail arrival. (Note: Resident Assistants do **NOT** accept/sign for medicine delivery for tenants.) Respond to phone calls, relaying messages as needed. Assist Residents moving in and out by locking off elevators and providing necessary support. Monitor halls each day, and report problems including but not limited to housekeeping and maintenance needs in common areas.

C. Lease Enforcement

Monitor traffic in and out of the building. Maintain visitor's log, and verify information as appropriate. Monitor compliance with the lease including provisions relating to pets and companion animals, noise and other forms of peaceful enjoyment, drug and criminal activity, parking policies, boarders and lodgers, and health and safety issues.

D. Resident Programs, Activities, and Services

Initiate and support resident programs and activities such as commodity distribution, meals on wheels, health care, voting, tenant organization meetings. Support the efforts of outside agencies and organizations to provide services and assistance to residents.

E. Other duties as assigned

As assigned, perform other duties that require a level of skill, knowledge, and ability comparable to that required to successfully perform the tasks listed above.

III. CONTINUOUS IMPROVEMENT

A. Promote innovation and positive change
B. Improve THA programs
C. Improve THA facilities and complexes
D. Participate in training and capacity building events as assigned

IV. KEY TRAITS

A. Ability to learn, absorb, process and apply information
B. Listening and oral communication skills
C. Sound academic skills---reading, writing, computation
D. Adaptability, creative thinking and problem solving, openness to change
E. Self-management, self-esteem, goal orientation
F. Effective in/with groups; interpersonal, negotiation, and teamwork skills
G. "Big picture" view of the organization; leadership skills; ability to organize and motivate one's self and others

V. KNOWLEDGE

A. Basic tenant landlord rules and requirements and THA lease provisions
B. THA policies relating to Public Housing residents
C. Standard office telephone etiquette and procedures
D. Standard customer service etiquette and procedures
E. Operation of standard office equipment (fax, copier, multiple line telephone)

VI. SKILLS

A. Interact with and provide assistance to a diverse range of residents in person and by telephone
B. Use of standard office equipment
C. Verbal communication skills.
D. Able to follow written and oral directions.
E. Ability to analyze and resolve simple disputes and differences of opinion

VII. PHYSICAL REQUIREMENTS

A. Handle and maintain files and records
B. Ability to climb stairs

VIII. EDUCATION, SPECIAL LICENSES/CERTIFICATES

A. Valid Kansas Class C Drivers license
B. Specialized certification as assigned
C. High school diploma or equivalent required; some college or advanced office/clerical training preferred
D. Acceptable driving record for insurance purposes

IX. EXPERIENCE

A. Work with diverse populations
B. Or, an equivalent combination of training and experience
C. Some experience with affordable housing programs preferred

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X. SUPERVISORY RESPONSIBILITY

None