



# City of Phoenix

## LANDLORD/TENANT COUNSELOR

JOB CODE 08500

Effective Date: 09/00A

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to counsel tenants and landlords to resolve disputes and to provide technical assistance in conformance with the Arizona Landlord Tenant Act, the Arizona Mobile Home Act, and the Neighborhood Preservation Ordinance. Work is performed under the general direction of an Economic Development Program Manager.

### **ESSENTIAL FUNCTIONS:**

- Acts as a liaison between tenants, landlords, organizations, and agencies;
- Conducts needs assessment interviews and develops client assistance plans;
- Interprets and advises clients regarding landlord tenant rental agreements;
- Interprets federal guidelines for client eligibility;
- Provides emergency assistance, crisis intervention and referrals for clients required to be vacated as a result of enforcement of the Neighborhood Preservation Ordinance;
- Recruits clients and markets program by identifying recruitment sources, developing materials, and distributing flyers;
- Responds to phone calls requesting information/direction regarding landlord/tenant conflicts;
- Provides case management services for clients with complex problems; and mediates, advocates, educates, refers and monitors cases as needed;
- Interviews/screens renters requesting inspections and refers them to Neighborhood Preservation for inspection;
- Coordinates and plans with various City departments and local neighborhood groups and associations to assist with resolution of neighborhood problems;
- Conducts presentations and training classes;
- Evaluates client financial needs; supplies temporary shelter, food, transportation and storage assistance; and assists with finding secured housing;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:



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- Arizona Landlord Tenant Act, Arizona Mobile Home Act and Neighborhood Preservation Ordinance.
- Effective interview techniques.
- Mediation techniques.
- Federal, state, and local fair housing laws.

### **Ability to:**

- Interpret federal, state, and local regulations.
- Communicate orally with customers in face-to-face one-to-one settings, group settings, or using a telephone.
- Comprehend and make inferences from written material.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees, clients and the public.
- Work safely without presenting a direct threat to self or others.
- Plan work load based on established priorities to meet goals.
- Work independently with little direct supervision.

### **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some positions require possession of a "Certified Housing Counselor" certification by the end of the probationary period.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Three years of experience in real estate operations, property management, or housing counseling. Other combinations of experience and education that meet the minimum requirements may be substituted.