



300 Third Avenue NE  
Crosby, MN 56441-1642  
PHONE (218) 546-5088  
FAX (218) 546-5041

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The Crosby HRA is seeking a qualified candidate for a full-time housing specialist. Position is responsible for the beginning-to-end process of tenant leasing from processing applications to enforcing lease provisions. Minimum qualifications: AA degree and two years' experience in related field or four-year combination. Must have knowledge of HUD and HRA regulations and policies on tenant selection and a strong attention to detail and data accuracy.

Submit cover letter, application and supplemental application by 4:30 p.m., Monday, March 18, 2019, to Kathy Segler at [kathryn@brainerdhra.org](mailto:kathryn@brainerdhra.org) or 324 East River Road, Brainerd, MN 56401, or Deanna Heglund at [dee@crosbyhra.org](mailto:dee@crosbyhra.org) or 300 Third Avenue NE, Crosby, MN 56441.



# Crosby Housing & Redevelopment Authority

## Housing Specialist

Status: Full-time, Non Exempt  
Supervisor: Housing Manager

### Position Summary

The Housing Specialist is the first point of contact for potential and current residents, contractors, vendors and others here on official business with Crosby HRA. Duties include welcoming and directing visitors, answering calls, opening and distributing mail. Also responsible for posting tenant rents, misc. charges and work orders as well as collecting, depositing and posting tenant receipts. Enters applications, updates waiting lists, prepares tenant files and drafts correspondence to tenants.

### Essential Functions

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The omission of specific statements of duties does not exclude them if the work is similar, related or a logical assignment to the position.*

- Answer telephone and in-person requests for information concerning HRA programs; provide information and applications, referring person/caller to appropriate source.
- Review and enter applications for all HRA programs establishing preferences, bedroom size, and gross rent to establish and manage a waiting list.
- Create applicant files and complete preliminary public information background checks on all applications.
- Maintain and update waiting list, conduct applicant interviews, complete the screening process for prospective residents and determine eligibility for occupancy.
- Create and maintain resident files; prepare and execute all new resident leases.
- Process resident annual recertifications, determine the need for interim rent adjustments and complete the required documents.
- Enforce lease provisions and house rules for each property.
- Receive and post rent and security deposit payments, process monthly ACH batches.
- Process security deposit refunds to residents.
- Provide completed CRP form for residents.
- Reconcile and balance all cash receipts for bank deposits.
- Process month-end tenant accounting reports.
- Process work orders and prepare billing statements to mail to residents.
- Approve the payment of select vendor invoices and resident work order charges.
- Other duties as assigned.

### Minimum Qualifications

Associate's degree in related field and two years' experience in position with similar job duties or four years' combination of relevant education, training and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities as determined by the Executive Director. Must complete the certification in Public Housing Occupancy and Assisted Housing Manager within one year of employment. Extensive experience with Windows based personal computer software applications is required. Possession of a valid driver's license and access to reliable transportation.

### Knowledge, Skills and Abilities

- Knowledge of HUD and HRA regulations and policies on tenant selection.
- Knowledge of Crosby HRA programs.
- Knowledge of office equipment and intermediate proficiency with MS Office applications.
- Ability to understand and follow complex oral and written instructions.
- Ability to establish and maintain effective working relationships with staff and the general public.
- Strong interpersonal skills with an ability to work independently and as a team member.
- Professional, positive, and welcoming demeanor with a passion for providing exceptional customer service.
- Strong verbal and written communication and proof reading skills.
- Strong organization skills demonstrated by the ability to prioritize and multi-task in a fast-paced, deadline-driven environment.
- Strong attention to detail and data accuracy.

### Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is required to talk, hear, have eyesight and have mobility enough to operate a variety of office machines, operate a vehicle and work in buildings with stairs and elevators. The employee frequently is required to bend/stoop, reach above shoulder level, push and pull. The employee is occasionally required to squat, crawl, climb, kneel and carry/lift up to 24 lbs.

***This job description does not constitute an employment agreement or binding contract and is subject to change by the employer as the needs of the employer and requirements of the job change.***

# Crosby HRA Employment Application

## INSTRUCTIONS

We welcome you as an applicant for employment. Your application will be considered with others. **A completed Crosby HRA application form is required to apply for employment at the Crosby HRA.** The specific job title of the position must be listed on the application form. A separate application form is required for each position.

Please complete the application form as thoroughly as possible. **Do not mark your application "see resume."** Resumes may be included, but will not be accepted in lieu of a completed application form. The information provided in the application form will be used to assess your qualifications for the position.

Additional items may be required, including but not limited to, certifications, licenses, and other information as noted on the job posting. These items should be included with the application packet. If submitting an electronic application, please submit these items separately noting an electronic application was submitted.

**Applications and supporting documents must be received by the deadline date and time listed on the job posting.**

If you have any questions, you may contact the office listed below:

Crosby HRA  
300 Third Avenue N.E.  
Crosby, MN 56441-1642  
Phone: (218) 546-5088  
Fax: (218) 546-5041

**APPLICANT...PLEASE COMPLETE**

*We would appreciate your cooperation in completing the following section. Please enclose this page with application.*

**APPLICANT TRACKING DATA**

The information requested below is voluntary and is used to assist the Crosby HRA in monitoring Equal Employment Opportunity program as required by law. Refusal to complete this section will not affect your opportunities for employment. The information in this area is confidential and will be separated from your employment application.

<b>Name:</b> _____ <div style="display: flex; justify-content: space-between; font-size: small; margin-top: 5px;"> <span>Last</span> <span>First</span> <span>Middle</span> </div>	<b>Position applied for:</b> _____
<b>Referral Source:</b>	
<input type="checkbox"/> Employment Agency <input type="checkbox"/> Newspaper Ad	<input type="checkbox"/> Walk-In <input type="checkbox"/> College
<input type="checkbox"/> Employee Referral	<input type="checkbox"/> Website
<input type="checkbox"/> Community or Agency	<input type="checkbox"/> Other

**Gender:** (check one):     Male             Female

**Race or ethnic group(check one):**     White     Black     Hispanic     American Indian/Native Alaskan     Asian/Pacific Islander

**Do you have a disability?**     Yes     No    If yes, please describe \_\_\_\_\_

Position Applied For: \_\_\_\_\_ Department: \_\_\_\_\_ Date: \_\_\_\_\_

**PERSONAL INFORMATION**

Name: \_\_\_\_\_  
Last First Middle

Address: \_\_\_\_\_  
Street City State Zip

Phone: \_\_\_\_\_  
Home Cell Work

Are you either a US citizen or legally eligible for employment in the U.S.A.?  Yes  No

Are you eighteen years of age or older?  Yes  No If under 18, state date of birth: \_\_\_\_\_

Are you presently or have you previously been employed by us?  Yes  No Dates of Employment \_\_\_\_\_

List all other name(s) under which your employment or education records can be found: \_\_\_\_\_

Do you have any special needs which may necessitate accommodations in the application/interview process?  Yes  No

**EMPLOYMENT DESIRED**

Type of employment desired:  Full-time  Part-time  Seasonal/Temporary

Are you willing and available to work overtime and shift work?  Yes  No

Salary desired: \_\_\_\_\_ Date available: \_\_\_\_\_

Are you currently employed?  Yes  No If yes, may we contact your present employer?  Yes  No

If no, explain: \_\_\_\_\_

**EDUCATIONAL INFORMATION**

Did you graduate from high school?  Yes  No  GED

High School Name: \_\_\_\_\_  
High School City State

Check your grade	Grade School								High School				College				Post Graduate		
	1	2	3	4	5	6	7	8	9	10	11	12	or GED	13	14	15	16	MA	PhD
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name and location of college, university, and/or technical schools \_\_\_\_\_  
Dates of attendance \_\_\_\_\_  
Major/minor or study area \_\_\_\_\_  
Degree received \_\_\_\_\_

# Employment History

Please provide complete employment information. List your present or most recent experience first. Attach additional sheets if necessary.

## PRESENT EMPLOYER

## DATES OF EMPLOYMENT

Employer: \_\_\_\_\_ Phone Number: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_  
(MO/YR) (MO/YR)

Address: \_\_\_\_\_ Hours per week: \_\_\_\_\_

Supervisor's Name & Title \_\_\_\_\_ Salary: \_\_\_\_\_

Your Title: \_\_\_\_\_

Number & types of positions you supervised: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Principle Responsibilities (be complete):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

## PREVIOUS EMPLOYER

## DATES OF EMPLOYMENT

Employer: \_\_\_\_\_ Phone Number: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_  
(MO/YR) (MO/YR)

Address: \_\_\_\_\_ Hours per week: \_\_\_\_\_

Supervisor's Name & Title \_\_\_\_\_ Salary: \_\_\_\_\_

Your Title: \_\_\_\_\_

Number & types of positions you supervised: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Principle Responsibilities (be complete):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

PREVIOUS EMPLOYER	DATES OF EMPLOYMENT
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Employer: \_\_\_\_\_ Phone Number: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_  
(MO/YR) (MO/YR)

Address: \_\_\_\_\_ Hours per week: \_\_\_\_\_

Supervisor's Name & Title \_\_\_\_\_ Salary: \_\_\_\_\_

Your Title: \_\_\_\_\_

Number & types of positions you supervised: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Principle Responsibilities (be complete):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

PREVIOUS EMPLOYER	DATES OF EMPLOYMENT
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Employer: \_\_\_\_\_ Phone Number: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_  
(MO/YR) (MO/YR)

Address: \_\_\_\_\_ Hours per week: \_\_\_\_\_

Supervisor's Name & Title \_\_\_\_\_ Salary: \_\_\_\_\_

Your Title: \_\_\_\_\_

Number & types of positions you supervised: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Principle Responsibilities (be complete):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

JOB RELEVANT VOLUNTEER EXPERIENCE OR UNPAID WORK EXPERIENCE				
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<u>Name of Organization</u>	<u>Work Performed</u>	<u>Hrs/wk:</u>	<u>From:</u>	<u>To:</u>

**COMPLETE ALL OF THE FOLLOWING APPLICABLE TO THE POSITION YOU ARE APPLYING**

COMPUTER HARDWARE/SOFTWARE SKILLS:

	<u>List types of Hardware/Software</u>	<u># Years of Experience</u>
<u>Training:</u>	_____	_____
	_____	_____
<u>Experience:</u>	_____	_____
	_____	_____

Licenses/Certificates held: (List relevant current licenses, registrations or certificates. Include Driver's License in this section if required):

<u>Type of License</u>	<u>License Number</u>	<u>State Issued</u>	<u>Expiration Date</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

APPRENTICESHIP(s) served or trades learned: \_\_\_\_\_

SPECIFIC EQUIPMENT EXPERIENCE: \_\_\_\_\_

**PROFESSIONAL REFERENCES**

These should be people in a position to discuss your qualifications for the position you seek. Include managers, directors, or supervisors under whom you worked. The Crosby HRA reserves the right to contact all prior employers, educational institutions or institutions where you have volunteered in addition to references listed below.

List people who know you well, preferably from a work environment. Do not use acquaintances or relatives.

Name: _____	Address: _____
Phone: _____	Occupation: _____
(Work) _____	(Home) _____

Name: _____	Address: _____
Phone: _____	Occupation: _____
(Work) _____	(Home) _____

Name: _____	Address: _____
Phone: _____	Occupation: _____
(Work) _____	(Home) _____



# VETERAN'S PREFERENCE

**Crosby HRA**  
**300 Third Avenue N.E.**  
**Crosby, MN 56441-1642 Fax: (218) 546-5041**

**COMPLETE THIS FORM *ONLY* IF YOU ARE A VETERAN *AND* ARE CLAIMING VETERAN'S PREFERENCE**  
**NOTE: COPY OF DD214 MUST BE ATTACHED**

**You must submit a PHOTOCOPY of your DD214 or other military documents to substantiate the service information requested on the form.** Claims not accompanied by proper documentation will not be processed. For assistance in obtaining a copy of your DD214, contact the local Veteran's Service Office at (218) 824-1058.

The Brainerd HRA operates under a point preference system which awards points to qualified veterans to supplement their application. Five (5) points are granted to non-disabled veterans on open competitive examinations; ten (10) points are added if the veteran has a service connected compensable disability as certified by the Veterans Administration.

To qualify for preference for a **competitive exam**, you must have been separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for 181 consecutive days, **or** by reason of disability incurred while serving on active duty, **or** after having served the full period called or ordered for active duty **and** be a United States citizen or resident alien. Veteran's preference may be used by the surviving spouse of a deceased veteran and by the spouse of a disabled veteran who is unable to qualify because of the disability.

To qualify for preference on a promotional exam, a veteran must have received a USDVA active duty service connected disability rating of 50% or more. For a promotional exam, a qualified disabled veteran is entitled to be granted 5 points. Disabled veterans eligible for such preference may use the 5 points preference only for the first promotion after securing City employment.

Claims must be made on the form below and submitted with your application by the application deadline of the position for which you are applying. If your DD214 is submitted to our office separate from this sheet, please attach a note with it indicating the position for which you are applying and your present address.

NAME (LAST)	(FIRST)	(M)	SOCIAL SECURITY NUMBER	POSITION FOR WHICH YOU APPLIED
				Closing Date:
ADDRESS (STREET)	(CITY)	(STATE)	(ZIP)	PHONE NUMBER
				ARE YOU A CITIZEN OR RESIDENT ALIEN?
				<input type="checkbox"/> YES <input type="checkbox"/> NO

**VETERAN (5 points)** (DD214 or DD215 must be submitted to receive points):

Honorably discharged veteran  YES       NO

**FOR DISABLED VETERANS (10 points)** (DD214 and Letter from VA of proof of disability must be submitted to receive points):

Percent of Disability: \_\_\_\_\_ %

Have you ever been promoted in Crosby HRA employment?  YES       NO

**FOR SPOUSES OF DECEASED VETERANS (5 points, 10 if the veteran was disabled):**

*(Attach DD214 or DD215; photocopy of marriage certificate and spouse's death certificate must be submitted to receive points. You are ineligible to receive points if you have remarried or were divorced from the veteran.)*

Date of Death: \_\_\_\_\_ Have you remarried?  YES       NO

**FOR SPOUSES OF DISABLED VETERANS (10 points):**

*(DD214 or DD215 and a letter from VA of proof of disability must be submitted to receive points)*

Due to the veteran's service-connected disability the veteran is unable to qualify for this position because:

(be specific) \_\_\_\_\_

**AFFIDAVIT:** *I hereby claim Veteran's Preference for this examination and swear/affirm that the information given is true, complete and correct to the best of my knowledge. I hereby authorize the Veterans Administration to release information necessary to process this application to the Crosby HRA.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

Equal Opportunity Employer



## Information Regarding Claiming Veterans' Preference

Preference points are awarded to qualified veterans and spouses of deceased or disabled veterans subject to the provision of MN Statute 197.447.

The veteran must:

- a) be a U.S. citizen or resident alien,
- b) have received a discharge under honorable conditions from any branch of the U.S. Armed Forces; AND have either
  - i. served on active duty for at least 181 consecutive days, or
  - ii. have been discharged by reason of service connected disability, or
  - iii. have completed the minimum active duty requirement of federal law, as defined by CFR title 38, section 3.12a, i.e, having fulfilled the full period for which a person was called or ordered to active duty by the United States President, or
  - iv. certified service and verification of "veteran status" granted under U.S. PL 95-202.

The information provided will be used to determine your eligibility for veterans' preference points. You are required to supply the following information:

- 1.) Attach a copy of the DD214 or DD215. This copy must state the nature of discharge; i.e., honorable, general, medical, under honorable conditions. **DD214 "Member-1" copy will not be accepted**
- 2.) Disabled veterans must also supply a Military/United States Department of Veterans' Affairs Rating Decision that supports/verifies the fact that the injury was incurred while on, or as a result of, active duty service. Disability incurred while on, or as a result of, active duty for training purposes does not qualify for disabled veteran preference per MN Statute 197.455.
- 3.) A spouse of a deceased veteran applying for preference points must supply their marriage certificate, the veteran's DD214 or DD215, a death certificate, verification of their marriage at the time of veteran's death, and that the spouse has not remarried.

Thank you for your military service and for your interest in employment with the Crosby HRA. Please contact our office at (218) 546-5088 or your local County Veterans' Service Office, if you have any questions regarding veterans' preference in public employment.

Incorporated: 4/5/11

**CONVICTIONS OR CRIMINAL RECORDS**

The Crosby HRA conducts criminal history background checks on all regular full-time, part-time, temporary and seasonal employees.

Candidates for positions working with children will not be selected if they have been convicted of any crime listed in the Child Protection Worker Act (Minnesota Statutes 299C.61 & 62). Generally, this includes child abuse crimes, murder, manslaughter, felony level assault or any assault crime committed against a minor, kidnapping, arson, criminal sexual conduct, and prostitution-related crimes.

Before any applicant is rejected on the basis of criminal conviction, he or she will be notified in writing and will be given any rights afforded by Minnesota Statutes Chapter 364. This includes the right to show evidence of rehabilitation.

**EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of the Crosby HRA to provide equal employment opportunity for all, without discrimination on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation or age. This policy applies to full-time, part-time, temporary and seasonal employment.

**IMPORTANT FACTS CONCERNING INFORMATION PROVIDED ON YOUR APPLICATION**

The information requested on the application is intended to be used by the Crosby HRA in determining suitability for employment for the position which you are currently seeking or may seek in the future. You are not legally required to provide any of the information on this form at this time. However, failure to provide complete, accurate information may result in the Crosby HRA being unable to offer employment to you. With respect to any special accommodations necessary for completing your application or the interview process, the Crosby HRA may be unable to provide the necessary accommodations if you do not provide the information noted under Personal Information. The information on this application which is classified as private data under the Minnesota Government Data Practices Act will not be released outside the Crosby HRA without your consent except as necessary for tax purposes or as otherwise required by state or federal law.

**APPLICANT CERTIFICATION:**

*I understand that any falsified information or significant omissions on either the application or during my interview may disqualify me from further consideration for employment and may be considered justification for dismissal. I authorize investigation of all statements contained in this application or made during my interview for employment as may be necessary in arriving at an employment decision. I release such employers and individuals from all liability or damages whatsoever that may arise from furnishing this information.*

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

**Note for On-line Applicants:** By returning your application via e-mail, you do agree that all the information provided is true and accurate. If you are invited to an interview, you will be requested to sign your original application at that time.

I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the Employee may resign at any time and the Employer may discharge Employee at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by the Crosby HRA.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date



4. Describe your experience serving the public. Please give an example of when you had to deal with a unhappy client/landlord/person and what you did to resolve the situation.
  
  
  
  
  
  
  
  
  
  
5. Why are you interested in this position and what could you bring to the job?

*I hereby certify that my answers to the questions on this application are complete and true to the best of my knowledge.*

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Applicant's Signature

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Date