



JOB DESCRIPTION

Position:	Housing Specialist
Supervisor:	Director
Status:	Non-Exempt
Overall Responsibility:	The position duties include a wide range of activities related to determining and documenting applicant and/or participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher (HCV) operations using written administrative policies and procedures. Performs inspections of housing units for the Housing Choice Voucher (HCV) Program in accordance with federal, state, and local building codes; and U.S. Department of Housing and Urban Development (HUD) Housing Quality Standards (HQS) requirements, including identification of potential lead hazards. The position requires full accountability for assigned cases including accurate and complete files, resolution of customer service cases, and responsiveness to participant and landlord inquires.

Duties & Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Conduct all job functions in alignment with the PHA's Administrative Plan, HUD regulations and other state and local requirements
- Manage an assigned caseload of HCV participants
- Conduct annual and interim recertifications within required time frames
- Conduct participant briefings
- Process and monitor participant moves to a new dwelling
- Educate participants on program requirements and family obligations
- Resolve concerns between owners, tenants and the Public Housing Authority (PHA)
- Determine eligibility for new participants
- Determine housing assistance payment and tenant rent calculation
- Performs initial and annual inspections of housing units for the Housing Choice Voucher Program in accordance with federal, state, and local building codes; and U.S. Department of Housing and Urban Development (HUD) Housing Quality Standards (HQS) requirements, including identification of potential lead hazards.
- Performs re-inspections of previously failed units and follows up on complaints to ensure compliance with building codes and Housing Quality Standards.
- Completes inspection checklists and documents HQS violations using required software.
- Maintain accurate and complete applicant/participant files
- Process all transactions into SharePoint and PHA business system
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Obtain certification in Housing Choice Voucher Specialist within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

Responsibility for Relationships

Internal: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to co-workers, management and corporate personnel.

External: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to program participants, owners, prospective participants and owners, and contracted partners.

Supervisor Authority

None

Supervision Provided

Operates under the direct general supervision of a Supervisor or Director.

Knowledge and Skills Required

Must have the ability to interpret and apply regulations pertaining to the program. Must be able to communicate effectively both orally and in writing and have excellent interpersonal skills and possess strong computer and organizational skills. Moderate to excellent computer ability. Must have current driver's license and be available to drive during all working hours. Have dependable transportation and maintain adequate automobile liability insurance on vehicle used to perform job. Knowledge of the general operations and procedures of a Public Housing Agency (PHA) and of local, state, and federal regulations governing subsidized housing programs is a big plus. Proven proficiency of modern equipment including cell phones, tablets, scanners, printers, computers, GPS or other hand-held devices. Ability to work productively in a variety of working conditions and environments.

Education and Experience Required

Education equivalent to a four-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field; a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service or community service field preferred. Alternatively, a two-year degree with four years of experience will satisfy the qualifications.

Approved by: _____

Date: _____

I have read the above job description and understand and accept the tasks as outlined herein.

Employee: _____

Date: _____