



**SECTION 8 RENTAL ASSISTANCE SPECIALIST – CENTRAL OFFICE/FLOATER**  
**APPLICATION DEADLINE IS MONDAY, JULY 29, 2019 AT 11:59PM**

**Division:** Section 8 Rental Assistance  
**Reports to:** Director of Section 8 Rental Assistance  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full time  
**Salary Grade:** 30  
**Monthly Salary Range Minimum:** \$ 3,365  
**FLSA Classification:** Non-exempt (01)

**THDA is now recruiting 3 positions for the Section 8 Rental Assistance Specialist working out of our Central Office. The primary responsibility for this position is serving as a back-up to the field offices, which requires frequent travel to our offices in Madison, Lewisburg, Cookeville, and Jackson, including overnight travel, depending on needs of the Division.**

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Assists the Section 8 Rental Assistance (S8RA) Division with case management duties and administrative support for the Housing Choice Voucher (HCV) Program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as primary back-up to S8RA Specialists in field offices during staff absences, handling case management activities related to program applicants and tenants such as determinations of initial eligibility and re-certifications (annual, interim, and relocation), and file preparation and maintenance; moves among offices as needed.
- Tracks nonpayment related complaints handled by Central Office staff and ensures that resolutions are recorded timely and appropriately.
- Handles correspondence and interfaces directly with citizens, clients, vendors and staff regarding complaints, issues and concerns relative to HCV and FSS regulations.
- Maintains client and landlord relations.
- Facilitates Electronic Content Management (ECM) activities; prepares paperwork for scanning into the Electronic Content Management (ECM) data base.
- Maintains complete and accurate tenant files, program files and other records.
- Provides data entry into the appropriate computer systems; troubleshoots errors and makes corrections where appropriate.
- Assists with Resident Advisory Board activities.
- Complies with all program rules and other state and federal regulations.
- Maintains current and accurate knowledge and information concerning the program, attending training as necessary.

**MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

**Education and Experience:**

- High school diploma or equivalent GED.
- Bachelor's degree in the social sciences, public administration or other related field is preferred.
- Two or more years of experience in a federal, state or local housing program, other social service or subsidized housing program, or other organization serving a low-income population is preferred.
- Case management or related experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Knowledge of Department of Housing and Urban Development (HUD) programs preferred.
- Ability to read and understand regulations, laws, agreements and organizational materials.
- Ability to handle private, personal information in a confidential manner in compliance with the Privacy Act of 1974 (5 U.S.C. 552a, as amended).
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural changes.
- Ability to interact appropriately with low-income individuals.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Day travel and occasional overnight travel is required; frequency of travel will depend on the needs of the division.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- The employee may be required to lift files, boxes of files, and office supplies up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**  
**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**  
**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE**  
**APPLICATION INSTRUCTIONS**