



JOB DESCRIPTION

POSITION: Housing Specialist I

SUPERVISOR: Team Supervisor

STATUS: Non-Exempt

SUMMARY: 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. Interviews Housing Choice Voucher Program Participants on a weekly basis. The position requires full accountability for an assigned case load including accurate and complete files, resolution of call center cases, and responsiveness to participant and landlord inquiries.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct general supervision of a Supervisor. The Housing Specialist exercises no supervision over other employees.

ESSENTIAL DUTIES AND 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.

- Manage an assigned caseload of HCV participants
- Conduct annual and bi-annual recertifications within required time frames
- Complete interim recertifications as required
- Conduct participant briefings
- Process and monitor moves; Coordinate handoffs with vendor
- Determine housing assistance payment and tenant rent calculation
- Educate participants on program requirements and family obligations
- Resolve concerns between owners, tenants and the Housing Authority
- Process all transactions within required Housing Authority's systems including the legacy system/system of record
- Maintain accurate and complete electronic applicant/participant files
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Conduct all job functions in alignment with the Housing Authority's Administrative Plan, HUD regulations and other state and local requirements
- Obtain certification in Housing Choice Voucher
- Ensure regular attendance and punctuality
- Perform other duties as assigned

DESIRED QUALIFICATIONS:

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.

Ability to apply regulations pertaining to the program. Must be able to communicate effectively both orally and in writing. Must have excellent interpersonal skills necessary for conducting HCVP Participant interviews. Must possess strong computer and organizational skills required to prioritize tasks and demands and consistently deliver work product on time.