

Position Description

**JOB TITLE: HOUSING CHOICE VOUCHER OCCUPANCY SPECIALIST
(Salary range: \$40,000-45,500)**

REPORTS TO: HCV SUPERVISOR

DEPT. /DIVISION: RESIDENT SERVICES/HOUSING CHOICE VOUCHER

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Under the direction of the Quality Control/HCV Coordinator, this position is responsible for assisting in the processing of Housing Choice Voucher (HCV)/ Section 8 admissions and recertifications and performs a variety of technical and clerical tasks relative to assigned area of responsibility. Major duties may consist of some or all of the listed responsibilities, dependent on the needs of the HCV Department.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Negotiates and prepares Housing Assistance Payments contracts in accordance with the fair market rents, payment standards, rent reasonableness certification, utility allowances, and annual adjustment factors as prescribed by HUD.
2. Meet with owners to sign HAP contract and review leases.
3. Coordinates with the Finance Specialists to ensure all Housing Authorities are entered in the system and updated with any changes to their data including administrative fees.
4. Schedules and conducts eligibility and recertification interviews with applicants and/or program participants, processes and obtains third party verification for family income, assets, and allowances and calculates total tenant payment. Eligibility and recertification interviews will ensure that following:
 - Rent for unit is reasonable for each unit leased
 - Proper payment standards are utilized
 - Determine the appropriate voucher size for the family
 - Accurate verification of family income
 - Timely annual/interim reexaminations of family income and family composition

- Correct calculation of the tenant share of the rent and the housing assistance payment
 - Correct and current schedule of allowances for tenant utility costs are utilized
5. Prepares required forms and correspondence as they relate to housing functions. Complete data entry on all assigned cases, and file maintenance in accordance with HUD regulations and HAFC policy.
 6. Track and process all move-ins and move outs transactions. Ensure that inaccurate payments are not being made to inactive, moved out, abandoned, and ported out and or terminated families and owners.
 7. Establishes and maintains support with landlords and tenants, and immediate problems and complaints. Conduct and/or assist with tenant and /or property owner meetings or informational sessions. Request unit inspections.
 8. Determines applicant or program participant's compliance with program requirements and may terminate contracts and assistance, or recommend remedies of corrective action such as reduction of subsidy, or collection of retro-active amount owed.
 9. Coordinates with Inspections HQS Scheduling/Inspector to schedule inspections
 10. Maintains daily, weekly, and monthly statistics to illustrate status of assigned caseload or program activity.
 11. Creates and maintains files in accordance with HAFC procedures for applicants, program participants, and owners. Files new paperwork regularly.
 12. Ability to interact with others (coworkers, supervisors, HAFC officials and the general public) to include courtesy, tact and diplomacy as needed to establish and maintain effective working relationships.
 13. Ability to work independently with little supervision to include motivating self, managing time, and prioritizing as needed to determine which tasks require intervention by others and those that can be handled independently as needed to ensure work duties are completed in an accurate and timely manner. Strong attention to details, able to work in a fast-paced, time-sensitive environment.
 14. Assists in processing and may process clients for HCV/Section 8 admissions and annual or interim recertifications, including accepting applications, securing third party verifications of income, assets and other eligibility criteria; prepare and mail correspondence; retrieve and secure missing documents from clients. Sets up paperwork for annual recertifications. May be required to calculate total tenant payment.
 15. Assembles briefing materials for Housing Choice Voucher families, and conduct briefings as needed with the program applicants and participants.

16. Provide daily relief of staff in reception area to answer and direct telephone calls; greet and direct clients entering the office.
17. Performs a variety of clerical tasks; maintain participant filing systems, including purging files for storage and destruction as needed.
18. Develops a thorough knowledge of the general operation and procedure of HAFC Administrative Plane, Public Housing Agency's laws, rules/regulations, policies and procedures.
19. Responds to, resolves or directs inquiries and complaints from clients or citizens.
20. Processes all billing for Portable HCV clients inclusive of 50058s and 52665s on a timely basis.
21. Schedules, interviews, process data and correspondence related to the issuance of a voucher.
22. Handles routine inquiries from clients and the general public.
23. Makes referrals to the Family Self- Sufficiency (FSS) Program.
24. Performs other related work as assigned

QUALIFICATIONS:

1. A bachelor's degree in a related field from a four year accredited institution plus two (2) years of related work experience is required or an equivalent combination of education and related work experience (HUD housing experience preferred).
2. Knowledge of the general operation and procedures of a Public Housing Agency (PHA) and knowledge of the laws, rules, regulations, policies, and procedures relatable to the management of HCV/Section 8 Programs.
3. Ability to deal tactfully and effectively with the general public, civic organizations, and community organizations.
4. Knowledge of eligibility requirements for HCV/Section 8 program to include admissions and continued occupancy policies and procedures.
5. Skill in reading at a level to comprehend complex text such as Code of Federal Regulations and HUD rules and regulations regarding HCV/Section 8 Program as need to understand information to ensure compliance with HUD requirements.
6. Ability to interpret the federal HUD rules, regulations, and policies of HCV/ Section8 program as needed to ensure compliance with HUD policies and procedures.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Ability to obtain professional certification (HCV Specialist) within first four (4) months of employment if not certified at hire. Additional training may be required as necessary to complete job functions and all training schedules will be at the direction of the HAFC. The HAFC will encumber the expense for the required (HCV Specialist) certification for the initial training (class and test). If the Occupancy Specialist is unable to receive the required certification within the designated time period, employment will be subsequently terminated.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive.
Computer, fax, copier, telephone, and other standard business office equipment.

SPECIAL REQUIREMENTS:

1. Possession of valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance carrier.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Print Name

Signature

Date

CORE COMPETENCIES AND QUALIFICATIONS

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high standards of performance; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive “can-do” attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting

- Uses correct grammar, spelling and punctuation
- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Employee Signature

Date