

**Position Description**

**JOB TITLE: PORTABILITY SPECIALIST  
(Salary Range: \$40,000-45,000)**

**REPORTS TO: HCV MANAGER  
DEPT/DIVISION: PORTABILITY**

**FLSA STATUS: NON-EXEMPT**

**POSITION SUMMARY:**

This position involves considerable emphasis on waiting list management and selection, admission preferences, and the process of determining final eligibility involving the intake portability process inclusive of initiating and receiving portability billings for the Housing Choice Voucher (HCV) Department. This position also assists the Finance Portability Department with portability billings. This position is responsible for performing a variety of tasks as they relate to Portability of tenants, absorptions of tenants, posting portability payments, records maintenance, mailing monthly billings, reviewing rent changes, reviewing HUD-forms 50058 and completes 52265 for billing purposes, reconciling tenant's outstanding balances, contacting PHA's for outstanding balances, and other related financial tasks. This position reports directly to the HCV Supervisor. May also have direct interaction with the Finance Director.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Schedules and conducts eligibility interviews with applicants.
2. Processes all initial billing for Portable HCV clients inclusive of 50058s and 52665s on a timely basis and ensure accuracy of billing invoices.
3. Ensures briefings are available on a regular basis to educate residents on the rules and regulations regarding the HCV program, including completion and issuance of client and landlord packets.
4. Maintains the waiting list utilizing the TENMAST or other HAFC designated management software for potential participants for the HCV program in accordance HAFC policies. Process applicants from the waiting list to determine eligibility. Issue vouchers. Notifies ineligible applicants and withdraws application from TENMAST or other HAFC designated management software.
5. 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

6. Schedules, interviews, process data and correspondence related to the issuance of a voucher.
7. Prepare and process all necessary documents for tenant briefings.
8. Coordinates with Inspections HQS Scheduling/Inspector to schedule inspections.
9. As part of a team, proactively works billing and collections for over 450 initial public housing authority (PHA) "port-in" receivables accounts. Works with PHA's to reconcile any outstanding balances and communicates with Housing Choice Voucher (HCV) "portability specialists" to assure timely and correct Payments received.
10. Assist in analysis of collectability vs. absorption into HAFC's HCV program and maintains records and TenMast accounting system accordingly. Bills PHA's correct current and overdue balances monthly with immediate prioritized follow-up on overdue accounts.
11. Review tenant's accounts to determine if the correct payments are being received in relation to rent calculations.
12. Review HUD-forms 50058 and 52265 for accuracy e.g. name, social security number, current rent calculations, administration fees, recertifications for timeliness. Track and mail all portable billing invoices in a timely manner.
13. Assists in preparing tenants absorption lists, maintains tickler file, provide W-9 information to other Housing Authorities.
14. Performs various analyses of tenant's accounts for correct balances and payments, contacting PHA's when payments are not received, working with HCV occupancy specialists to resolve any tenant's issues, mail monthly billings to PHA.
15. Develops a thorough knowledge of the general operation and procedure of HAFC Administrative Plane, Public Housing Agency's laws, rules/regulations, policies and procedures.
16. Ability to establish and promote effective working relationships with other Public Housing Agency's employees and the general public.
17. Adheres to all Housing Authority of Fulton County policies governing employee conduct and confidentiality.
18. Addresses all PHA's inquiries in writing or verbal and collaborates with PHA's to resolve discrepancies.
19. Conduct move-in briefings for portability and current program participants as needed.
20. Prepares analysis of tenant's accounts, as required.

21. Produce required reports as pertains to Ten Mast or software system utilized as applicable.
22. Use logical and creative thought processes to develop solutions according to written specifications and/or written instructions.
23. Handles routine inquiries from clients and the general public.
24. Make referrals to the Family Self Sufficiency Program.
25. Make independent decisions to resolve problems or conflicts, and to enforce program rules and regulations.
26. Perform accurate arithmetic computations to obtain precise information for reports and publishing statistics.
27. Assume administration of all portability households, including Atlanta Housing Authority (AHA).
28. Performs other related duties as required.

**QUALIFICATIONS:**

1. A bachelor's degree in a related field from a four year accredited institution and/or two (2) years of related work experience is required. (A minimum of three years of 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 to include HUD forms, policies and procedures.
3. Ability to establish and promote effective working relationships with other Authority employees, residents, representatives from social agencies and community groups, and the general public.
4. Must possess strong decision making skills and use sound judgment at all times when interacting with customers to effectively manage relationships and expectations.
5. Previous successful Billing and Collection experience in a high-volume account environment mandatory.
6. Ability to communicate clearly, both written and verbal.

Embraces the use of current technology to increase daily workload performance

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

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 certification for the initial training class and test if applicable. If incumbent is unable to receive the required certification within the designated time period, employment may 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.

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Employee Printed Name

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Employee Signature

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Date

## **Position Title: Portability Specialist**

### **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