



# HOUSING AUTHORITY

*of the City of Beaumont, Texas*

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Intake Housing Specialist</b>	<b>Date of Last Modification</b>	12/2015
<b>Department</b>	HCV		
<b>Reports To</b>	HCV Program Manager		
<b>Supervises</b>	N/A		
<b>Salary Range</b>			

<b>Work Schedule</b>	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part-Time
<b>Status</b>	<input checked="" type="checkbox"/> Regular Position	<input type="checkbox"/> Temporary Position
<b>Wage and Hour Laws Status</b>	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
<b>Union Status</b>	<input type="checkbox"/> Union	<input checked="" type="checkbox"/> Non-Union

### **GENERAL SUMMARY:** *Summary of major reasons job exists.*

The duties of this position include a wide range of activities related to determining and documenting participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher Program (HCVP) operations. The Housing Specialist may perform admissions, re-certifications, interim adjustments, rent increases and deal with both participant and landlord problems. Reports to the HCV Program Manager.

### **DUTIES AND RESPONSIBILITIES:** *Majority of duties performed. Not meant to be all-inclusive or to prevent other duties from being assigned.*

1. Requests initial and complaint inspections.
2. Schedule and conduct annual re-certification interviews in a timely manner that ensures that notices of rent increase are provided at least 30 days before the anniversary date and the entire process is completed by the anniversary date.
3. Conduct interviews in the client's home as needed.
4. Counsels and refers clients to the Family Self-Sufficiency Program.
5. Determine whether the participant family qualifies for a different unit/voucher size than previously, issue new voucher for correct unit/voucher size when appropriate.
6. Process the Request for Tenancy Approval.
7. Conduct criminal history check on all adult members as required by HUD.
8. When families move later than 90 days after the most recent annual re-certification (in a manner acceptable under program guidelines and the Administrative Plan), conduct a full annual re-certification (including setting up the inspection) and change the family's anniversary date.

9. When participants reports changes in income or family circumstances, process Interim Adjustment.
10. Document all information (complete information for the Annual Re-cert, only changed information for the Interim) using EIV when available, otherwise third party verifications or documentation of why third party verification was unavailable.
11. Make determination in accordance with the Administrative Plan when tenants request to add family members for reasons other than the birth, adoption or Court-awarded custody of children.
12. Receive owner rent increase requests and forward them to HCV Program Manager for rent reasonableness approval.
13. When rent increases are approved by the HCV Program Manager, notify owner in writing.
14. As the utility allowance schedule is updated, ensure that the utility allowances used in determining tenant rent are correct and accurate, taking into account the size and type of unit and the utilities paid directly by the tenant.
15. Enter accurate and timely 50058 information into HAB for submission to HUD.
16. Properly process client files as assigned within prescribed timeframe.
17. Process all port-ins and port-outs.
18. Maintains and updates rent rolls.
19. Participate in mid-month and end-of-month check processing.
20. Issue 30-day Notices, and schedule requests for appeals.
21. Assists with department audits as required, including researching dead file data.
22. Works cooperatively with other members of the HCV Program, adjusting workload as necessary when other members are ill or on vacation.
23. Serves as backup to the receptionist as necessary.
24. Investigate and resolve participant and landlord complaints minimizing involvement of the HCV Program Manager to the satisfaction of all parties.
25. Communicate with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional.
26. Answer resident and landlord questions, providing information on status of rent, property inspections, provision of the lease and contract, program regulations, Authority policies and procedures, etc.
27. Return calls to participants and landlords within one workday.
28. Scan information received through the mail, fax or email into appropriate client file within two workdays of receipt.
29. Participate in the revision to Departmental policies and procedures.
30. Perform other duties as assigned.

**SKILL SET REQUIREMENTS:** *Knowledge, skills, and abilities normally required for competent performance in the job.*

**Education/Experience:** High school diploma or GED. Two (2) years of related secretarial and bookkeeping work experience in an administrative office.

**Preferred Skills/Qualifications:**

1. Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low income housing and Authority policies.
2. Knowledge of general office practices and procedures, business English and basis mathematics.
3. Knowledge of spoken and written Spanish preferred.
4. Knowledge of HUD HQS, inspection procedures and Authority HCV Voucher policies and procedures.
5. Ability to communicate interpersonally.
6. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees.
7. Ability to complete complex and detailed tasks in a timely manner.
8. Ability to plan and prioritize duties.
9. Bondable.
10. Have a valid Texas driver's license.
11. Eligible for coverage under Authority fleet auto insurance.

**SUPERVISION GIVEN AND RECEIVED**

The employee receives work assignments from the HCV Program Manager. The employee has no supervisory responsibilities.

**GUIDELINES**

The employee performs routine duties by established Authority policies and procedures and other guidelines such as HUD regulations. The guidelines cover most job related situations, but the employee may occasionally be required to use independent judgment in making decisions.

**COMPLEXITY/SCOPE OF WORK**

The employee performs relatively complex work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent and contract procedures. In addition, the employee must be able to handle complex interpersonal situations involving conflicts between tenant and landlords with skill and professionalism.

The employee's efforts affect the Authority's ability to earn administrative fees and to obtain additional Vouchers and funding. Successful accomplishment of duties by the employee enhances greatly the Authority's ability to meet its overall mission.

**PERSONAL CONTACTS**

The employee has continual contact with other employees, program participants and landlords. Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy. Occasionally, a contact may be uncooperative or antagonistic, and the employee would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Authority.

**PHYSICAL DEMANDS**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting, and eye strain from working with computers and other office equipment. Additionally, there is some degree of stress resulting from applicants, participants, landlords, the public and other employees.

**WORK ENVIRONMENT**

Work is primarily indoors and involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately heated, cooled, lighted, and ventilated.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.