

POSITION DESCRIPTION

HOUSING CHOICE VOUCHER (HCV) SPECIALIST

Reports To: HCV Supervisor

POSITION SUMMARY

Performs new admission and re-certification processing for families participating in the Section 8 Housing Choice Voucher Program as required by Federal Regulations. This process is done by appointments and involves obtaining, verifying information of participants to re-assess them for continued eligibility. The work is very detailed and involves a large amount of paperwork. The Specialist is responsible for a caseload of approximately 250-300 families and completely manages their caseload, from scheduling appointments to authorizing Housing Assistance Payments. Evaluation is performed by the HCV Supervisor and is based primarily on the Specialist's overall ability to complete re-certifications and new contracts within an allotted time frame, customer service attributes, teamwork contribution, and noted audit deficiencies.

ESSENTIAL FUNCTIONS

Duties and responsibilities include but are not limited to the following:

Schedule appointments for annual re-examinations, generate appointment letters, and conduct interviews.

Conduct annual re-examinations and process interim changes following established procedures.

Process recertification, including verifying income and other data per established procedures and regulations

Maintain tenant and landlord files and records.

Receive information from residents, verify, and make interim adjustments based on information received

Prepare correspondence to Landlords and Tenants; Conduct Briefing Sessions

Calculate tenant and landlord rent amounts using appropriate allowances

Complete leases and contracts

Respond to Landlord and/or Tenant inquiries and complaints in a professional manner referring difficult or irate customers to department's supervisor.

Monitor repayment agreements

Make decisions regarding eligibility and initiate termination process if needed

Prepare weekly and/or monthly reports as required

Make home visits for re-certification and performs HQS (Housing Quality Standards) inspections if necessary

Other duties as assigned

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

Ability to interpret rules and regulations, work independently and meet deadlines

Must be knowledgeable in office skills; must be able to handle high volumes of paperwork

Knowledge of mathematical calculations and the ability to **consistently calculate rents and all other payments accurately.**

Ability to organize caseload.

Knowledge and ability to draft correspondence without grammatical or spelling errors.

Good organizational skills including file maintenance

Ability to establish and maintain a professional working relationship

EDUCATION AND EXPERIENCE

A four-year college degree in a related field and/or a combination of education and relevant experience is required.