



POSITION DESCRIPTION

TITLE: HOUSING SPECIALIST
DEPARTMENT: PROGRAM OPERATIONS

BASIC FUNCTION

Responsible for completing the ongoing, annual and interim functions for the Housing Choice Voucher Program participants such as annual and interim recertifications, notifying participants of results, monitoring moves, making annual contract rent adjustments.

ORGANIZATIONAL RELATIONSHIPS

Reports to:
• Program Operations Supervisor

Supervises:
• None

ESSENTIAL DUTIES

- A. Performs annual and interim recertifications for the Housing Choice Voucher Program participants.
- B. Schedules recertifications, makes appointments with participant, and interviews participant.
- C. Collects recertification information, including income and household changes.
- D. Verifies information collected from participants by calling or writing letters requesting verification.
- E. Calculates Total Tenant Payments.
- F. Notifies participant and owner of the results of annual or interim recertifications. Calculates new TTP and HAP payments.
- G. Calculates contract rent adjustments and notifies landlords.
- H. Performs activities related to rent reasonableness determinations.
- I. Makes recommendations for termination of assistance or HAP contract when appropriate.
- J. Monitors participant moves and lease terminations.
- K. Prepares monthly/weekly reports on recertifications.
- L. Enters data into computer as necessary.
- M. Conducts briefings with tenants to explain HUD guidelines.
- N. Answer telephone inquiries from tenants and property owners.

ADDITIONAL RESPONSIBILITIES

- A. All additional duties as assigned by the Supervisor.

KNOWLEDGE, SKILLS AND ABILITIES

- A. Knowledge of the Housing Choice Voucher Program requirements, policies and procedures.
- B. Ability to explain program requirements for annual and interim recertifications, information verification, and rent adjustments to program participants and property owners.
- C. Ability to maintain information on ongoing functions and report to supervisor on a weekly/monthly basis.

- D. Ability to apply considerable levels of concentration frequently throughout the day.
- E. Ability to effectively perform with constant interruption.
- F. Ability to effectively communicate verbally, individually and in groups, with internal contacts, tenants and property owners.
- G. Ability to effectively write letters maintain documentation and complete required forms.
- H. Ability to read, write and speak English.
- I. Ability to manipulate necessary office equipment, computers and peripherals.

TRAINING AND EXPERIENCE

- A. Associates or Bachelors degree preferred.
- B. Certification by CVR in the Housing Choice Voucher Proficiency within 90 days of hire.
- C. One (1) year of previous experience working with the public in a Housing Choice Voucher Program or similar program.