

# EAST POINT HOUSING AUTHORITY

## Position Description

**Classification:** Housing Choice Voucher Specialist

**Supervisor:** Housing Choice Voucher Coordinator

**Effective:** February 6, 2006      **Status:** Non-Exempt      **Pay Grade/Range:**

### PURPOSE OF CLASSIFICATION

Under the supervision of the Housing Choice Voucher Coordinator the Housing Choice Voucher Specialist is responsible for providing case management services for low-income housing programs. The purpose of this classification is to re-evaluate clients for yearly re-examinations, make home visits, conduct interviews, identify changes in eligibility status, process documentation, and maintain client data.

### ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Schedules appointments for re-examination, re-determination, transfer, or other activity; reschedules interviews for no-shows; maintains monthly calendars of clients scheduled for re-examination or re-determination.
2. Conducts client interviews for re-examination, re-determination, transfer, or other activity; conducts office interviews; makes home/hospital visits to clients; operates a motor vehicle to conduct work activities.
3. Prepares various forms for completion, signature, or information of clients during interview; enters re-examination data into computer; identifies changes in eligibility status.
4. Mails re-examination letters, transfer appointment letters, employment verifications, criminal background reports, termination letters, and other documentation; monitors status of requests for information/documentation and mails second requests as appropriate; reviews, organizes, and files responses and information for re-examination and re-determination; verifies client identification and information.
5. Prepares/-mails leases; calculates rent and prorated rent amounts; obtains proper signatures on leases; mails owner packets.
6. Prepares/maintains client files and records; sorts/organizes documents to be filed; files documents and files in designated order; retrieves files as needed.

7. Mails termination letters to advise clients of reason/timeframe file will be terminated/closed due to failure of client to appear for interview or to complete application documents.
8. Sorts, distributes, and opens incoming mail; prepares outgoing mail.
9. Collects and researches various data; researches names, addresses, telephone numbers, or other information as needed.
10. Provides information and assistance to clients, owners, or other individuals regarding tenant lights, agency rules and regulations, procedures, forms/documentation, and other issues; responds to routine questions or complaints; researches problems and initiates problem resolution; counsels clients.
11. Prepares or completes various forms, reports, correspondence, leases, rent change forms, utility allowance forms, board reports, calendars, or other documents.
12. Receives various forms, reports, correspondence, logs, criminal background reports, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
13. Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other software programs.
14. Communicates with supervisor, employees, other departments, tenants, owners, landlords, law enforcement personnel, public housing agencies, state/federal agencies, community agencies, shelters, medical providers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
15. Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care and safeguarding of Authority materials, supplies, resources and other assets. Ensures privacy and maintains security of confidential materials.
16. Acts with tact and diplomacy in handling sensitive situations and negotiating repayment agreements with PHA's.

\* These are the general functions assigned by EPHA. This does not restrict other tasks that may be assigned.

## **ADDITIONAL JOB DUTIES**

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

1. *Leadership*: Provide lead direction on special projects or processes by clearly and effectively setting course of action; and manage efficiency of processes, materials or programs by providing regular feedback and reinforcement to appropriate staff as required.

2. *Performance Excellence:* Set high standards of performance; pursue aggressive goals and work hard/smart to achieve them; strive for results and success; convey a sense of urgency and bring issues to closure; and persist despite obstacles and opposition.
3. *Customer Service:* Meet/exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; talk and act with customers in mind; and recognize working colleagues as customers.
4. *Effective Communication:* Ensure important information is passed to those who need to know; convey necessary information clearly and effectively orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively.
5. *Quality:* Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.
6. *Responsiveness and Accountability:* Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.
7. *Integrity:* Must abide by strict ethical standards, integrity, objectivity and confidentiality when dealing with client, employee or financial information, and budget analysis and must avoid any personal conflicts of interest.

#### **ADDITIONAL FUNCTIONS**

Performs miscellaneous tasks, which may include obtaining/stocking supplies, clearing copier jams, or replacing paper/toner in office machines.

Provides backup coverage for reception desk; provides assistance to other employees as needed. Performs other related duties as required.

#### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by college level course work or vocational training in social services or public housing program administration; supplemented by three (3) years previous experience and/or training that includes public housing program administration, customer interaction, and general office work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Georgia driver's license.

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