

HOUSING CHOICE VOUCHER SPECIALIST - 1021
Non-Exempt Status

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate paraprofessional work conducting certifications, determining eligibility and tenant activities for the housing program; does related work as required. Work is performed under the general supervision of the Housing Choice Voucher (HCV) Director.

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires fingering; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, night vision, peripheral vision, preparing and analyzing written or computer data; operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Conducting ongoing, annual certifications and recertifications; processing changes; advising and counseling tenants and potential tenants; preparing and maintaining tenant records and files.

Completes annual interviews for certification and recertification, reviews and verifies eligibility data;

Notifies tenants and landlords of housing assistance payments (HAP) for next term;

Prepares and updates computer records for interim charges;

Processes moves, terminations, evictions and transfers;

Holds move-in orientation sessions with new tenants; schedules session, verifies rent, prepares lease and related forms for signature;

Meets with tenant and explains policies and procedures regarding rent payment, charges, grievance procedure, maintenance procedures, utility allowance schedule and related matters;

Accompanies tenant for the move-in inspection to ensure unit is properly prepared and ready for move-in;

Prepares and mails lease termination notices for non-payment of rent or other causes;

Prepares a variety of monthly and annual reports;

Meets with tenants to discuss matters regarding occupancy, late payments or occupancy problems; takes applications for housing and performs housing quality standards inspections;

Appears in court and gives testimony regarding eviction cases;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of current social, economic and health problems and of human behavior and social functioning; general knowledge of Federal guidelines and regulations governing rent calculations; general knowledge of subsidized housing programs (HCV) regarding eligibility criteria and processes required for acceptance of applicants; ability to establish and maintain effective working relationships with associates, clients and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in business administration, sociology or related field and considerable experience in housing management.

SPECIAL REQUIREMENTS:

Must possess a valid Virginia or North Carolina driver's license; certification of Housing Quality Standards, HCV Occupancy and Rent Calculations (Certificates/Vouchers) within 12 months of employment.