

**THE HOUSING AUTHORITY OF THE
CITY OF CORPUS CHRISTI**

JOB DESCRIPTION

POSITION TITLE:	Housing Specialist	Job Class:	Non-Exempt
		Hrs/Wk:	40 hrs
REPORTS TO:	Recertification Supervisor	Salary Grade:	13
DIVISION:	Housing Choice Voucher Program		

JOB SUMMARY:

Under the direction of the Recertification Supervisor, the Housing Specialist will do full case management, to include:

- conducting tenant interviews to process annual and interim re-certifications,
- obtaining third party verification of income, assets, deductions and other factors affecting income
- calculating tenant rent and housing assistance payments based on family income,
- auditing files,
- processing HAP contracts for relocates,
- mediating tenant-landlord disputes,
- setting counseling sessions to address complaints,
- identifying, documenting, and verifying possible fraud cases,
- submitting outgoing portability documents,
- assist in special projects as needed

This position requires routine processing, technical knowledge of program rules and regulations, a high level of human relations skills and the flexibility to assist in different areas to meet workload demands. Must be highly organized and skilled at multi-tasking.

JOB DUTIES AND RESPONSIBILITIES:

1. Conducts tenant interviews for annual and interim re-certifications.
2. Conducts interviews in the client's home or field office as needed.
3. Participates in the revision of departmental policies and procedures.
4. Obtains third party verification of income, assets, deductions and other factors affecting income.
5. Calculates tenant rent and housing assistance payment based on family income.
6. Enters all relevant data in a timely manner into ECS software for PIC submission.
7. Files processed paperwork into tenant files in a timely manner.
8. Performs monthly quality control audits on initial, annual and interim changes.
9. Identifies, documents, and verifies possible fraud cases.
10. Sets counseling sessions to address complaints, possible fraud, etc and documents such in ECS software.
11. Processes terminations according to program regulations.
12. Relocates families as needed and according to CCHA subsidy standards.
13. Processes HAP contract for all relocates and initials within HUD required time
14. Calculates HAP/UAP due to CCHA in cases of non-reporting of income and sets up repayment agreement with the tenant.
15. Promptly submits portability forms to receiving PHA for outgoing portability clients.
16. Attends to telephone calls and/or visits from tenants concerning status changes or other related matters.
17. Attends to telephone calls and/or visits from landlord.
18. Prepares adjustments for all initials, terminations, abatements, etc.

19. Correct file errors to attain successful PIC submission.
20. Assists with Section 8 intake/eligibility as needed.
21. Conducts Landlord Orientations as needed.
22. Conducts Applicant Orientations as needed.
23. Performs other related duties as assigned.

JOB REQUIREMENTS:

1. Required Education and Experience: High School diploma or GED Equivalent with one (1) year experience in a customer service environment.
2. Required – within 9 months of hire, must successfully complete certified training courses for: Section 8 Rent Calculation, Voucher program administration, Section 8 eligibility for HUD Programs and Fair Housing training. Retests will be at employee expense.
3. Required - Must hold a valid Texas Driver License and maintain a satisfactory driver's record. May operate Authority vehicle while on Housing Authority business.
4. Required - Ability to work hours other than 8-5 in variable weather conditions and overtime as required to meet Housing Authority goals and objectives
5. Preferred - Experience in Public Housing Management and/or Section 8.
6. Preferred - Associates Degree in Business Administration.
7. Preferred - Ability to converse in Spanish.

KNOWLEDGE, SKILLS and ABILITIES:

1. Good working knowledge of Section 8 program rules and the role the Section 8 Program plays in the community.
2. Ability to be a team player within the department as well as within the agency.
3. Ability to deal effectively and courteously with the public in a high volume environment.
4. Ability to communicate effectively, both orally and in writing with the public and other employees in a pleasant and effective manner providing assistance, information and materials as requested.
5. Skill in the use of Housing Authority computer systems and use of a personal computer, with emphasis in word processing and spreadsheet software.
6. Demonstrate initiative, firmness and impartiality.
7. Ability to maintain positive working relationships and demonstrate good judgment and integrity with staff, residents, and the public.
8. Ability to deal effectively with diverse groups and individuals.
9. Ability to plan and organize workload.
10. Ability to exercise good judgment in appraising situations and making decisions.
11. Maintains confidentiality of necessary information.
12. Utilizes supplies and equipment properly and without waste.
13. Works in a safety conscious manner which insures that safe work practices are used in order not to pose a risk to self and others.
14. Ability to successfully complete related training or classes as assigned by the Housing Authority.
15. Complies with company policies and procedures and local, state, and government regulations.
16. Maintains a dependable attendance record.
17. Physical Demands: Primarily sedentary in nature, involving normal risks and discomforts associated with an office environment, with occasional lifting or moving of small objects of approximately 10-25 pounds; writing, typing, filing, sitting, standing, bending, squatting, twisting, walking, talking, hearing and fingering.

NOTE: The above statements are not a complete list of all responsibilities, duties and skills held or performed by employees in this position.

I have read the job description for the position of Housing Specialist and understand what the job requires.

Housing Specialist

Date