

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

**JOB DESCRIPTION**

POSITION TITLE:	Intake Specialist	Job Class:	Non-Exempt
		Hrs/Wk:	40 hrs
REPORTS TO:	Executive VP of HCVP	Salary Grade:	13
DEPARTMENT:	Housing Choice Voucher Program		

**JOB SUMMARY:**

Under the direction of the Intake Supervisor, performs responsible administrative work of routine difficulty that requires interviewing, screening, and case documentation, to evaluate applicant families' eligibility and suitability for the Housing Choice Voucher Program. Work requires contact with the public. Performs other duties as assigned.

**JOB DUTIES and RESPONSIBILITIES:**

1. Collects, analyzes information about applicant family through interviews and verification of applicant information to evaluate families ability to comply with rules and regulations of the Housing Choice Voucher Program
2. Maintains files of pertinent information and/or documentation relating to applicants eligibility and suitability for the Housing Choice Voucher Program.
3. Interviews and counsels program applicants, explaining rules and regulations of the Housing Choice Voucher Program.
4. Provides case management of applicant files through certification process.
5. Responsible for converting data from source materials to computer acceptable media and/or development of data bases. Reviews source materials for completeness and accuracy before entry into the mainframe.
6. Establishes and maintains cordial working relationship with applicants.
7. Assists Department with basic clerical functions/skills such as filing, sorting, envelope preparation, etc. as needed to meet Intake goals and objectives.
8. Performs other related duties and responsibilities as assigned.

**JOB REQUIREMENTS and PREFERENCES:**

1. Required Education and Experience - High School diploma or GED with two (2) years of related experience in administration to include typing, filing and customer relations.
2. Required - Must hold a valid Texas Driver License and maintain a satisfactory driver's record.
3. Required - Ability to work hours other than 8-5 in variable weather conditions and overtime as required to meet Housing Authority goals and objectives.
4. Preferred - Ability to understand and converse in Spanish.

## KNOWLEDGE, SKILLS, and ABILITIES:

1. Knowledge of principles, practices, and techniques of analysis.
2. Extensive knowledge of general office practices and procedures to include business writing, spelling and arithmetic calculations.
3. Basis knowledge and working experience with word processing programs or other management information systems.
4. Skilled in the use of other basic office machines such as switchboard, calculator, adding machine and computer terminal keyboard(s).
5. Ability to communicate effectively both orally and in writing; ability to research and to write clear and concise reports.
6. Should 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. Ability to wear personal protective equipment and comply with safety requirements.
12. Maintains confidentiality of necessary information.
13. Utilizes supplies and equipment properly and without waste.
14. 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.
15. Ability to successfully complete related training or classes as assigned by the Housing Authority.
16. Complies with company policies and procedures and local, state, and government regulations, and maintains a dependable attendance record.
17. Physical Demands: Primarily sedentary in nature, with occasional lifting or moving of small objects of approximately 10-25 pounds; sitting, standing, walking, talking, sitting, hearing, fingering, with occasional climbing, kneeling, stooping, reaching, pushing, pulling, and carrying required.

**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 Intake Specialist and understand what the job requires.

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Intake Specialist

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Date