

HOUSING AUTHORITY OF COLUMBUS, GEORGIA

Position Description

Position Title: Section 8 Occupancy Specialist	FLSA Status: Non-Exempt
Reports To: HCV Program Operations Manager	Department/Level: Assisted Housing
Salary Grade: 15	Last Updated: November 1, 2018

POSITION OVERVIEW

This is specialized and responsible clerical work. The incumbent exercises considerable judgement and initiative in carrying out day to day responsibilities subject to established procedures, practices, and standards. Duties require considerable knowledge of HUD regulations and the Administrative Plan as well as the ability to maintain complex clerical records and prepare accurate and concise reports. Work involves considerable and constant public contact, often under trying conditions. Work assignments are received orally and in writing and are performed under the general supervision of the HCV Program Operations Manager.

DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Conducts interviews and completes annual, interim, and special re-examination of clients for the Section 8 program, assisting clients in the completion of forms and identification of required documents.
2. Verifies information submitted by applicants/clients according to Authority policy.
3. Communicates via written and oral correspondence with clients and landlords.
4. Develops and maintains positive rapport with owners, managers, and clients; explains program requirements as needed.
5. Prepares rent changes, move-ins, and enters all data into the computer system.

6. Explains terms of contracts, leases and other Section 8 forms to clients and landlords.
7. Maintains client file folders, certification and updating of client information and income.
8. Responsible for setting up appointments with landlords and clients to sign all necessary documentation.
9. Maintains control and information systems for effective program monitoring.
10. Maintains a control book of all increases and decreases of HAP payments, transfers, move-ins/move-outs, clients seen, elderly/disabled for the current month.
11. Responsible for promissory note payments for HAP. Send correspondence to clients for non-payment, etc.
12. Must verify all TANF through the State of Georgia's computerized online system, print worksheets, work letters, child support forms, etc.
13. Ensures all needed documentation is completed for clients requesting transfers.
14. Responsible for checking Tenancy Approval (TA) forms when they are returned by the client and determining if they have been filled out correctly as well as making sure the client is income eligible for the unit.
15. Archive old files according to Authority policy.
16. Respond to and resolve client/landlord questions according to Authority policy. Notify supervisor of unresolved issues.
17. Communicates with Section 8 Housing Inspectors on a routine basis.
18. Schedule Informal Hearing appointments as necessary.
19. Performs related duties as required.

REQUIRED KNOWLEDGE AND ABILITIES

1. Considerable knowledge of HUD and the Housing Authority of Columbus rules, regulations, and administration policies.
2. Considerable knowledge of interviewing techniques and of the principals of office management and of record maintenance.
3. Knowledge of modern office equipment including copiers, personal computers (Microsoft Office Package – Word, Excel, Outlook, etc.), mainframe terminals, calculators, facsimile machines, etc.
4. Ability to make decisions in accordance with administrative rules, regulations and policies.
5. Ability to understand and follow complex oral and written instructions.

6. Ability to maintain complex clerical records and to prepare reports from varied statistical or accounting information.
7. Ability to establish and maintain effective working relationships with other employees, superiors, and the general public.
8. Ability to understand, act on and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
9. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
10. Ability to initiate work projects and work independently.
11. Ability to process multiple client files in various stages of procedure and maintain detailed follow-up on items required to complete files with few to no errors.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

Graduation from a standard high school or vocational school, preferably supplemented by courses in business practices with considerable experience in progressively responsible office and clerical work; or any equivalent combination of training and experience to meet required knowledge, skills, and abilities required of this position will be acceptable.

PHYSICAL REQUIREMENTS

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle or lift small objects around desk area, e.g. files, computer printouts, reports, calculators, pencils, legal pads, etc. Ability to lift and carry up to 15 lbs. And file while standing, bending or stooping to reach multi-level file drawers.

SPECIAL REQUIREMENTS

1. Possession of a valid driver's license.