

Position Description

Title: Housing Choice Voucher Program Occupancy Specialist
Department: Housing Choice Voucher (Section 8)
Supervisor: Housing Choice Voucher/FSS Supervisor
FLSA: Non-Exempt

* As a recipient of Federal Funding, ZMHA pledges to maintain a DRUG FREE workplace. Candidates for employment and current employees are subject to pre-employment screening, for cause screening, and random screening.

Duties and Responsibilities

Responsible for assisting with implementation and operation of the Authority's Housing Choice Voucher (HCV) program. Performs a variety of tasks related to that program. Specific duties include, but are not limited to the following:

- Responsible for maintaining confidential information including computer security codes, security system codes, keys, etc.
- Responsible for file management and rent calculation for a predetermined caseload.
- File management includes, but is not limited to: completion of rental calculation for interims, annuals, unit transfers, ports, initial move ins and all other changes.
- Responsible for assuring that all paperwork for the rental calculation is present in the file, all forms are signed and that rental calculations are completed in the HUD and ZMHA mandated manner.
- Creates letters, forms, reports, HAP contracts, office correspondence and other material.
- Takes and documents incoming calls, receives visitors and provides assistance by answering inquires, obtaining signatures and providing information.
- Sends letter to applicants, clients, landlords, etc.
- Makes photocopies and puts files together.
- Assists with landlord payroll procedures.
- Conducts briefing sessions for applicants, participants, owners and agencies.

- Assists with inspection process including, but not limited to rent reasonableness determinations and scheduling of inspections.
- Assists with data collection for HCV and FSS mandated HUD and ZMHA reports.
- Assists with the recruitment and case management of Family Self-Sufficiency (FSS) clients.
- Attends in person, telephone conference or virtual meetings.
- Responsible for maintaining confidential information including computer security codes, security system codes, keys, etc.
- Performs other duties as required.

Qualifications and Knowledge

- High school graduate or GED and a minimum of 3 years working with the public. Completion of college classes is preferred.
- Some knowledge of Authority policies and procedures and practices pertaining to HCV Program is preferred.
- Ability to understand and follow complex written and oral instructions and to effectively manage competing demands.
- Ability to meet and interact with the public and establish and maintain effective working relationships.
- Ability to make independent decisions.
- Ability to communicate and relate to people of diverse backgrounds and abilities.
- Ability to maintain effective working relationships with other employees, clients and the public.
- Ability to operate computer and other office equipment, with familiarity of Microsoft applications preferred.
- Must be bondable, have a valid Ohio Driver's License and be eligible for coverage under Authority fleet auto insurance.

Supervision Received and Given

The employee receives work assignments from the HCV/FSS Supervisor or designee. Priorities and time frames are usually established by the employee. The employee's work is monitored for

thoroughness, accomplishment of objectives and compliance with policies and procedures by the supervisor or designee.

The employee has no supervisory responsibilities.

Guidelines

The employee follows written HUD and or appropriate agency and Authority guidelines in performing routine work tasks. Methods for accomplishing routine work are at the discretion of the employee and subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the supervisor or designee.

Scope and Effect

The employee's work affects a significant portion of the Authority's total housing program and the resident's assisted by the Authority. Effective and efficient accomplishment of work by the employee contributes significantly to the Authority's ability to provide adequate leased housing to the city's low-income residents.

Personal Contacts

The employee's personal contacts are with applicants, participants, property owners/managers, agencies and other employees. The purpose of such contacts is to obtain or provide information and documentation needed by the Authority for housing families and operation of the program.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.

Work Environment

Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, lighted and ventilated. Work involves interaction with clients, property owners, applicants, agencies, etc.