

**ASHEVILLE HOUSING AUTHORITY
JOB DESCRIPTION**

**JOB TITLE:
Admissions Coordinator
Housing Choice Voucher Program**

GENERAL STATEMENT OF JOB

Under general supervision of the Director of Assisted Housing, performs a variety of duties pertaining to the occupancy, eligibility and on-going operation of assisted housing programs. Maintains admissions and eligibility for applicants to the Housing Choice Voucher Program, including, but not limited to: Regular Housing Choice Vouchers, Portability, VASH, and PBV. This position requires knowledge of HUD Rules and Regulations, and the AHA Administrative Plan. Strong communication and computer skills are required. Work also involves frequent personal contact with landlords and community agencies to explain program rules and enhance the image of the subsidized housing industry. Employee must exercise independent judgment and initiative in performing assigned duties. Employee must also exercise courtesy, tact, and firmness in extensive contact with clients, landlords, employees, and outside agencies. (This is a non-exempt position under FLSA).

This position will remain open until filled. Applications will be accepted at the Housing Authority Central Office. Please contact Lafredia Morris at 828-258-1222 or visit www.haca.org for an application. The Housing Authority is an equal opportunity employer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Develop and maintain professional relations with all staff, residents, property owners, other organizations and the community at large

Maintain strong understanding of all current rules, regulations and procedures relative to the HCV Program

Ensure good rapport with all groups of people by providing program information and responding to inquiries from landlords, tenants, social services agencies, and other community based organizations with excellent customer service

Coordinates client interviews, eligibility for incoming assisted housing applicants as well as incoming and outgoing portability clients

Responsible for issuance of vouchers and RFTAs, calculating housing assistance payments, handling voucher extensions and terminations, and completing necessary billing documents for portability clients

Conducts orientation meetings, educating new voucher holders on the rules and regulations of the Housing Choice Voucher Program

Provides monthly reporting on voucher issuance to Director of Assisted Housing and other reporting as needed.

Provides excellent direct customer service to all participants and landlords participating in the Housing Choice Voucher Program; responds to inquiries and requests from participants, landlords and the general public

Interfaces directly with program participants and/or property owners as needed to conduct interviews; collects paperwork

Updates landlord information and makes other appropriate changes in system information in a timely and accurate manner

ADDITIONAL FUNCTIONS

Perform other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements

MINIMUM TRAINING AND EXPERIENCE

Associate's and/or Bachelor's degree in human services or related field, plus 2 to 3 years of experience working with resident population and community resource agencies; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including typewriters, computers, printers, calculators, copiers, etc. Must be able to move objects of up to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount constantly. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work

Interpersonal Communication: Requires the ability to communicate to people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors

Language Ability: Requires the ability to read a variety of reports, correspondence, documents, forms, contracts, leases, logs, etc. Requires the ability to prepare correspondence, forms, contracts, leases, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate to people with poise, control and confidence

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages

Color Discrimination: Does not require the ability to differentiate between colors and shades of color

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress

Physical Communication: Must be able to communicate via telephone

KNOWLEDGE, SKILLS AND ABILITIES

Possess a solid understanding of applicable HUD regulations, federal statutes, fair housing laws, real property law for renters and owners, department practices and procedures, and Asheville Housing Authority's Administrative Plan

Possess a solid understanding of the demographics of the HCV program, areas of affordable housing in Asheville and Buncombe County, how and when housing assistance payments are made, resources available to operate and improve the program, and all project-based voucher and tenant-based voucher program functions

General knowledge of modern office practices with reference to the preparation and maintenance of records; skilled in data entry, retrieval using a computer terminal, and comfort with housing-based computer software

Ability to use computer driven equipment including word processing, databases, spreadsheets and file maintenance programs

Strong ability to prioritize projects and daily work assignments with strong time-management skills

Possess strong, clear verbal and written communications skills, active listening skills, research skills, analytical skills, problem-solving skills, training skills, interpersonal skills for relating to a broad range of people, and the ability to speak publicly

Ability to exercise tact and courtesy in frequent contact with customers and the general public

Ability to respect privacy and confidentiality within the Code of Ethics