

## **ASHEVILLE HOUSING AUTHORITY EMPLOYMENT POSITION**

### **JOB TITLE: INTAKE SPECIALIST RESIDENT SELECTION DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs specialized clerical work for the public housing program for the Asheville Housing Authority. Employee is responsible for initial screening of public housing applicants and determining initial eligibility of applicants for selection or rejection. Employee is also responsible for maintaining application documentation for occupancy programs. Work involves taking applications, updating the waiting list, scheduling interviews for other public housing personnel to determine final eligibility; preparing correspondence; answers incoming telephone calls and routes them to the proper person; greeting visitors; answers questions regarding Housing Authority policies and practices; maintains applicant files, filing and retrieving information as requested, or as otherwise necessary and enters initial data and status changes into the computer system. Employee must exercise independent judgment and initiative in performing assigned duties. Employee must also exercise courtesy and tact in extensive contact with housing applicants, employees, and outside agencies. Performs other related work as assigned by supervisory personnel. This is a non-exempt under FLSA. The Housing Authority is an equal opportunity employer.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Keeps abreast of all current rules, regulations and procedures relative to the Housing Choice Voucher program.

Responsible for professional relations with all staff, residents, other organizations and the community at large.

Accepts and reviews applications for the Housing Choice Voucher Program and other programs of Asheville Housing Authority (e.g., HOPWA, Mainstream, etc.)

Enters new applications to the computerized waiting list.

Conducts initial screening of Section 8 applicants for housing. Verifies applicant preferences.

Performs initial verifications to determine initial eligibility of applicants for selection or rejection.

Processes eligibility/ineligibility letters.

Processes letters to applicants to update/purge the waiting list.

Answer incoming telephone inquiries, provide information about the Housing Choice Voucher program or refer callers to proper officials.

## **ADDITIONAL FUNCTIONS**

Assists in all functions related to the orientation process.

Performs initial rent calculations for PBV applicants.

Performs related and necessary clerical support.

Maintains office supply inventory for the Resident Selection department.

Performs 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**

Graduation from high school supplemented by college-level course work in business, psychology, sociology or a related field, and 1 to 2 years of experience in office work involving public contact, data entry, and preferably experience in dealing with low-income families and the elderly; 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.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

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**

Considerable knowledge of regulations and policies as they pertain to the Housing Choice Voucher program eligibility and selection policies and procedures of the Asheville Housing Authority.

General knowledge of Asheville Housing Authority's and HUD's practices and procedures.

General knowledge of human services resources available in the community.

General knowledge of modern office practices with reference to the preparation and maintenance of records.

Skilled in data entry and retrieval using a computer terminal.

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

Ability to respect privacy and confidentiality during client interviews, information gathering and file management.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

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