



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: HOUSING SUPPORT SPECIALIST

GENERAL STATEMENT OF JOB

Under general supervision, performs specialized clerical-administrative work for the Housing Choice Voucher Programs for the Asheville Housing Authority. Work involves scheduling and conducting re-examination interviews to determine continued eligibility; preparing correspondence; entering status changes into the computer system; and completing final calculations for certifications and recertification to determine continued occupancy. Work also involves conferring with landlords to ensure timely notification to clients and conducting final reviews of verification and documentation. 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 position reports to the Director of Assisted Housing. (This is a non-exempt position under FLSA).

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, property owners, other organizations and the community at large.
- Issue vouchers for occupancy or revalidate vouchers when participants transfer between residences.
- Negotiates with owners, landlords, agents and property managers regarding unit size, appliances, rental rates, contract and lease agreements and renewal agreements.
- Responsible for approval or disapproval of leasing documents and refers discrepancies with the unit readiness to landlords/owners.
- Complete HAP contracts for owner's signature.
- Schedules and conducts re-examination reviews to determine continued eligibility; updates and verifies household income, employment status, marital status, etc.; ensures applicants receive proper documents; issue vouchers if applicants plan to move; advise applicants, landlords, property owners and other appropriate parties of changes; and performs calculations for recertification's.
- Conducts all verifications of income/expenses/deductions in accordance with HUD's protocol (UIV, third-party written, etc.).

- Enters status changes into the computer system, coordinating with landlords to ensure timely notification to clients and conducting final reviews of verification and documentation.
- Enters information into computer for payments; process 50058s, updates information on computer for special, interim and annual recertification; makes payment adjustments; and amends the lease/contract.
- Calculates rents according to any regulations and guidelines established by HUD.
- Maintains contact with Housing Choice Voucher program officials in other PHA jurisdictions regarding transfers of program participants as necessary
- Notifies landlords and participants of appointments, inspections and other requirements through generation of form documents; sends out form letters, and both manual and computer generated documents.

ADDITIONAL FUNCTIONS

- Generates periodic reports for submission to Director of Assisted Housing, including recertification's completed, move outs, etc.
- Answer incoming telephone inquiries, provide information about the Housing Choice Voucher program or refer callers to proper officials.
- 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

- Bachelor's degree with course work in business, psychology, sociology or a related field, and
- 1 to 2 years of experience in office work involving public contact, preferably including experience in dealing with low-income families and the elderly; or
- Any equivalent combination of education, 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

- Knowledge of regulations and policies as they pertain to the Housing Choice Voucher program eligibility, other Section 8 programs, and selection policies and procedures of the Asheville Housing Authority.
- Knowledge of Asheville Housing Authority's and HUD's practices and procedures.
- 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 perform lengthy arithmetic calculations with speed and accuracy.
- 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.