



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

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*The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.*

*Our core values are Compassion, Equity, Fairness Integrity, Openness, Patience, and Respect.*

**JOB POSTING FOR: HOUSING SPECIALIST (HCVP)**

**JOB TYPE: FULL TIME**

**WORK LOCATION: ASHEVILLE, NC 28801; IN PERSON**

**WORK HOURS: 4 10-HOUR DAYS**

**GENERAL STATEMENT OF JOB**

The Asheville Housing Authority (HACA) seeks to hire a Housing Specialist for the Housing Choice Voucher Program. The Housing Specialist determines eligibility and continued participation for the Housing Choice Voucher participants and families. This position will be responsible for interviewing clients, certifying and recertifying annual and interim requests, processing rent increase requests, and conducting zero income interviews. This position requires an understanding of and commitment to the Asheville Housing Authority's mission and vision. This position requires excellent organizational skills and an ability to work positively and cooperatively with the rest of the Housing Choice Voucher team, landlords, community partners, and customers. The Housing Specialist reports directly to the Housing Choice Voucher Program Manager.

For an application, please visit the Employment page on the Asheville Housing Authority website at <https://haca.org/employment-opportunities/>. You may also apply by submitting a cover letter and resume via email to [HR@haca.org](mailto:HR@haca.org), via USPS mail or by hand delivery to the Housing Authority of the City of Asheville - Central Office (165 S. French Broad Ave., Asheville, NC 28801). Applications /resumes will be accepted until this position is filled. The Housing Authority is an equal opportunity employer.

**ESSENTIAL FUNCTIONS**

1. Keep abreast of all current rules, regulations and procedures related to the Housing Choice Voucher program.
2. Responsible for professional relations with all staff, residents, property owners, other organizations and the community at large.
3. Issue vouchers for occupancy or revalidate vouchers when participants transfer between residences.
4. Negotiates with owners, landlords, agents and property managers regarding unit size, appliances, rental rates, contract and lease agreements and renewal agreements.
5. Responsible for approval or disapproval of leasing documents and refers discrepancies with the unit readiness to landlords/owners.

## **JOB POSTING FOR: HOUSING SUPPORT SPECIALIST**

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6. Complete HAP contracts for owner's signature.
7. 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.
8. Conducts all verifications of income/expenses/deductions in accordance with HUD's protocol (UIV, third-party written, etc.).
9. Enters status changes into the computer system, coordinating with landlords to ensure timely notification to clients and conducting final reviews of verification and documentation.
10. Enters information into computers for payments; process 50058s, updates information on computers for special, interim and annual recertification; makes payment adjustments; and amends the lease/contract.
11. Calculates rents according to any regulations and guidelines established by HUD.
12. Maintains contact with Housing Choice Voucher program officials in other PHA jurisdictions regarding transfers of program participants as necessary
13. 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.

**Note:** The above list is 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.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

1. 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.
2. Knowledge of Asheville Housing Authority's and HUD's practices and procedures.
3. Knowledge of human services resources available in the community.
4. General knowledge of modern office practices with reference to the preparation and maintenance of records.
5. Skilled in data entry and retrieval using a computer terminal.
6. Ability to perform lengthy arithmetic calculations with speed and accuracy.
7. Ability to exercise tact and courtesy in frequent contact with clients and the general public.
8. Ability to respect privacy and confidentiality during client interviews, information gathering and file management.

# JOB POSTING FOR: CHIEF OPERATING OFFICER (COO) EXECUTIVE OFFICE

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9. Ability to communicate effectively orally and in writing.
10. Ability to establish and maintain effective working relationships as necessitated by work assignments.
11. Ability to use computer driven equipment including word processing, databases, spreadsheets, and file maintenance programs.

## **MINIMUM TRAINING AND EXPERIENCE**

Experience with Yardi preferred. Strong communication and customer service skills. Proficiency with Microsoft office and SharePoint. Must obtain program certification within six (6) months of hire with Nan McKay, NAHRO or a comparable training agency in the areas of occupancy, rent calculations, and eligibility.

## **SPECIAL REQUIREMENTS**

- Valid North Carolina issued Driver's License
- The Housing Authority of the City of Asheville requires all applicants to have a background check and a drug test before the commencement of employment

## **STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of office machinery and equipment including typewriters, computers, switchboards, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. 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 with people to convey or exchange information. Includes giving instructions, assignments, or directions to subordinates or assistants.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, ledgers, logs, applications, appraisals, etc. Requires the ability to prepare correspondence, reports, forms, audits, appraisals, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate with 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; statistical inference and statistical theory.

**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.

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**Physical Communication:** Must be able to communicate via telephone.

## **BENEFITS**

- Medical Insurance - (100% Company Paid for Employee)
- Dental, Vision, Life
- Short-Term & Long-Term Disability (100% Company Paid)
- 401k with 7% Employer Contribution
- PTO = 4 weeks annually/accrual based
- 11 Paid Holidays