

## **Housing Specialist**

Closing Date: Noon, Friday, July 17th, 2020

REPORTS TO: Housing Programs Manager

### **JOB SUMMARY:**

Performs all case management duties associated with the Housing Choice Voucher rental assistance programs for a caseload of program participants; performs dwelling inspections according to established HUD standards; maintains rent reasonableness survey records; and, works individually with clients and in small groups, briefing them on housing program requirements and resolving tenant/landlord problems.

### **Supervision Exercised:**

Although direct supervisory responsibility is not a function of this position, incumbents are required to work independently with direction from supervisory staff in the department and/or to verify the accuracy of their work.

### **Essential Job Functions:**

Determines eligibility for housing assistance either by mail or in person interviews with clients. Verifies information supplied by preparing and issuing forms and/or other correspondence to applicants/participants, employers, care givers, financial institutions, and other agencies (Adult and Family Services, Social Security, etc.) Reviews incoming material and calculates rent subsidy amounts. Meets with clients as necessary to assess family composition, income sources, expenses, and other pertinent information to determine eligibility for continued housing assistance and explains various housing program guidelines.

1. Schedules, or oversees the scheduling of, property inspections with client
2. Verifies that all participating units meet rent reasonableness guidelines.  
Using established procedure, compares rental unit to current comparable rental properties to ensure comparability of rent. Updates information on an ongoing basis, working with property managers, landlords, etc. and taking photographs of comparable properties for file. Responds to requested rent increases by analyzing updated comparable information. Determines appropriate utility allowances for applicable tenants using approved utility schedules.
3. Prepares, or oversees the preparation of, all related housing documents.
4. Prepares, worksheets, Housing Quality Standards inspection and is ready for contract processing. Verifies each form for accuracy and reviews calculations, making corrections as required. Ensures that all required signatures are in order.

5. Prepares required monthly report(s) outlining departmental activity. Uses manual records and computer printouts to prepare monthly report for supervisor outlining various monthly activities for the individual caseload.
6. Third Party Vendors/Information Systems. Must maintain all information system access and confidentiality as mandated by the third-party vendor regulations. Must attend all required training to maintain access to third party information systems. Will use all available computer information systems to enter, edit, retrieve, and transmit data as required by HUD and all other rental assistance programs.
7. Performs other essential duties and tasks as assigned.

### **Secondary Job Functions:**

1. Conducts group/individual briefings that explain the rules and regulations of the rental assistance program to applicants, participants, and owners.

Performs outreach duties in familiarizing landlords, tenants, potential clients, and/or general members of the community with Housing Authority programs and services, explaining benefits and procedures and responding to questions. Interfaces with clients and landlords to resolve complaints and problems.

2. Provides back-up support for receptionist duties.

Answers all incoming calls, takes messages, responds to general inquiries, and/or refers calls to the appropriate person or department.

### **QUALIFICATIONS**

#### **Mandatory Qualifications:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that s/he can perform the essential functions of the job.

1. High school diploma or GED, including writing, math (including fractions and percentage calculations), and reading skills, plus knowledge of basic office procedures and skills.
2. Requires possession of a valid driver's license and evidence of a good driving record, plus the ability to safely operate a motor vehicle with driving time of up to two hours between destinations. Must be capable of reading road maps and following written instructions regarding client address information.
3. Previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to prioritize tasks with minimal direction, ability to compose and type basic written and numerical documents, ability to understand and follow moderately complex verbal and/or written instructions, and familiarity with filing systems and standard business machines (such as copiers,

calculators, typewriter, computer equipment, fax machines, telephone systems, etc.)

4. Knowledge of word processing software, preferably Word (current version), or the ability to learn Word with minimal training time. Requires ability to understand and use programmed spreadsheet software (MS Excel currently) for rent calculation worksheets.
5. Must be capable of performing light lifting of up to 20 pounds, predominantly paper products, files, etc. Many files are retrieved and stored in overhead shelving; these files may weigh up to 20 pounds. Files may be carried up to 100 feet from desk to storage facility.
6. Must be experienced in explaining program details and eliciting accurate and complete information from individuals in the context of a one-on-one interview. Requires good, clear written and verbal communication skills.
7. Ability to establish and maintain an effective working rapport with clients, landlords, community partners, and other public contacts.

**Secondary Qualifications:**

Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.

1. College level classes in writing, computer skills, Spanish. Formal training in effective interviewing techniques.
2. Basic familiarity with housing program eligibility requirements and a general understanding of HUD regulations affecting all types of housing assistance programs including familiarity with Oregon's landlord/tenant laws.
3. Prior experience with another social service agency