

JOB DESCRIPTION

Position Title: Housing Specialist II
Department: Housing Choice Voucher (HCV) Program
Supervisor: Director of Assisted Housing Programs

Exempt Non Exempt New Position Revision (see below)

Change of title Previous Revision Date: _____ Other (Please Specify) _____
 Revised qualifications Revised duties _____
 Expanded qualifications Expanded duties _____

Effective Date: August 23, 2019

Approved: _____
Director of Assisted Housing Programs

Approved: _____
Chief Administrative Officer

Duties and Responsibilities:

Responsible for a wide range of activities related to determining and documenting participant eligibility, income, rent and contractual relationships with owners in support of the HCV program operations. The Housing Specialist II may perform admissions, re-certifications, interim adjustments, rent increases and deal with both participant and landlord problems. Responsibilities include, but are not limited to, the following:

Waiting List Management

1. Processes applicants (waiting list and special admissions) as directed by the Director of Assisted Housing Programs, in a manner consistent with achieving a 97 percent utilization rate.
2. Purges the waiting list annually.
3. Places 98 percent of applicants on the waiting list, in accordance with the Administrative Plan.
4. Selects 98 percent of applicants from the waiting list, in accordance with the Administrative Plan.

Admissions

1. Conducts eligibility interviews with applicant and port-in families.
2. Conducts interviews in the client's home or field office as needed.
3. Conducts criminal history check on all adult members of applicant families.
4. Determines eligibility of applicants from the waiting list, special admissions and/or port-ins.
5. Informs ineligible families of informal hearing procedures.
6. Documents family composition, citizenship or eligible immigrant status and social security numbers of family members over age six (or certification that no number exists), in accordance with HUD requirements.
7. Determines Annual Income, in accordance with HUD rules.

8. Obtains Enterprise Income Verification or third party verification of income (or documentation of why third party verifications are not present).
9. Calculates Adjusted Income correctly, in accordance with HUD rules.
10. Obtains third party verification of deductions (or documentation of why third party verifications are not present).
11. Calculates Total Tenant Payment accurately.
12. Determines the voucher size for which each family qualifies, in accordance with the Administrative Plan.
13. Issues vouchers and conducts briefings, emphasizing housing opportunities outside areas of minority and low-income concentration.
14. Sets up complete and accurate files, with all necessary participant-supplied documents and third party verifications (or documentation of why third party verifications are not present).
15. Receives Requests for Tenancy Approval, HAP contracts (with HUD-required Tenancy Addendum) Inspection reports, rent reasonableness determinations and leases.
16. Checks to ensure that no participants are paying more than 40 percent of his/her adjusted monthly income in Total Tenant Payment, review documents for original signatures and internal consistency (particularly with respect to who pays for various utilities), file documents in participant files and authorize HAP payments to participants.
17. Enters correct information and forward completed, accurate and timely Form 50058 to Director of Assisted Housing Programs for submission to HUD.

HUD Annual Re-certifications, Interim Adjustments and Owner Rent Increases

1. Requests Inspectors to schedule and conduct annual and special inspections.
2. Schedules and conduct annual re-certification interviews, in a manner that ensures that notices of rent increase are provided at least 30 days before the anniversary date and that the entire process is completed by the anniversary date.
3. Determines whether the participant family qualifies for a different unit/voucher size than previously issued. When appropriate, issues adjusted voucher.
4. When families move later than 120 days after the most recent annual re-certification (in a manner acceptable under program guidelines and the Administrative Plan), conducts a full annual re-certification (including working with Inspector to set up inspection) and change the family's anniversary date.
5. When participant reports changes in income or family circumstances, processes Interim Adjustment.
6. Documents all information (complete information for the Annual Recert, only changed information for the Interim) using EIV when available, otherwise third party verifications (or documentation of why third party verification was unavailable).
7. Makes determination, in accordance with the Administrative Plan, when participants request to add family members for reasons other than the birth, adoption or court-awarded custody of children.
8. Receives owner rent increase requests and forwards them to Inspectors for rent reasonableness determinations. When received, forward entire package to Director of Assisted Housing Programs to determine whether the program can afford the rent increase within available budget.

9. When rent increases are approved by Director of Assisted Housing Programs, notifies owner, in writing, within two working days.
10. As the utility allowance schedule is updated, ensures that the utility allowances used in determining tenant rent are correct and accurate, taking into account the size and type of unit and the utilities paid directly by the tenant.
11. Enters correct information in Yardi and forwards completed, accurate and timely Form 50058 to Director of Assisted Housing Programs for submission to HUD.
12. Properly processes client files, as assigned within prescribed timeframe.

General

1. Works cooperatively with other members of the department, adjusting workload as necessary when other staff members are ill or on vacation.
2. Investigates and resolves participant and landlord complaints minimizing involvement of the Director of Assisted Housing Programs to the satisfaction of all parties.
3. Communicates with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional.
4. Answers resident and landlord questions, providing information on status of rent, damage claims, property inspections, provisions of the lease and contract, program regulations, Montgomery Housing Authority policies, and procedures, etc.
5. Returns calls to participants and landlords within one workday.
6. Places information received through the mail, by fax or email in appropriate part of participant file, within two workdays of receipt.
7. Participates in the revision to departmental policies and procedures.
8. Submits monthly performance reports as required.
9. Performs other duties as assigned.

Qualifications and Knowledge:

1. Must have High School diploma or GED and two years of college course work from an accredited college or university is required. Bachelor's degree in Business Administration, Public Administration, Accounting, Sociology, Psychology or a related field is preferred.
2. Three years of experience in public housing, HCV program, case management, apartment management, or an equivalent combination of college course work and higher education (one year of relevant experience is equivalent to one year of relevant higher education and vice versa).
3. Housing Choice Voucher Specialist Certification required within first year of employment (training and testing will be at the Montgomery Housing Authority's expense). Must have passing score on all subtests, regardless of overall scoring.
4. Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low income housing and Montgomery Housing Authority policies.

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5. Knowledge of general office practices and procedures, business English and basic mathematics.
6. Knowledge of HUD HQS, inspection procedures and Montgomery Housing Authority Housing Choice Voucher policies and procedures.
7. Ability to communicate interpersonally.
8. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees.
9. Ability to complete complex and detailed tasks in a timely manner.
10. Ability to plan and prioritize duties.
11. Bondability.
12. Valid Alabama driver's license, or must acquire one within 30 days of employment.
13. Eligibility to be covered under the Authority's fleet auto insurance.

Supervision Received and Given:

Reports to the Director of Assisted Housing Programs. This employee is responsible for both the compliance of the HCV program and the end products of the department. Employee receives both written and oral instructions. The incumbent of this job must be able to work independently, performing complex work in an accurate and timely manner without close supervision. The position entails balancing competing priorities.

Employee has no supervisory responsibilities.

Guidelines:

Most work is performed according to existing procedures or written guidelines such as HUD regulations, handbooks, desk references or existing records. The employee will frequently be required to use independent judgment in making recommendations and decisions.

Complexity:

Incumbent performs multifaceted work requiring an understanding of HUD rules and requirements relative to HCV program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle interpersonal situations involving conflicts between assisted participants and landlords, with skill and professionalism.

Scope and Effect:

The employee works with the Director of Assisted Housing Programs, Quality Assurance Administrator and HCV program applicants, participants, landlords and other employees. The employee's work is essential to the successful operation of the HCV program. The employee's efforts affect MHA's ability to earn administrative fees and to obtain additional vouchers and funding.

Personal Contacts:

The employee has continual contact with other employees, program participants and landlords. Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy. Occasionally a contact may be uncooperative or antagonistic and the employee would be expected to use above-average tact and

courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Authority.

Physical Demands:

The employee's work involves primarily sedentary office work in a typical office environment. Additionally, there is some degree of stress resulting from contact with applicants, participants, landlords, the public and other employees.

Work Environment:

Work, involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, cooled, lighted and ventilated.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.