



Program Eligibility Supervisor

JOB DESCRIPTION

CLASS CODE:

PAY RANGE: \$55,000-\$60,000

FLSA STATUS: Exempt

EEO STATUS: Professional

DATE PREPARED: July 2, 2021

CLASS CONCEPT:

Manage and direct the operation of the Tenant Selection Office in determining eligibility and continues eligibility of applicants applying for housing programs. An employee in this class is responsible for supervising and participating in the determination of eligibility based on the interpretation of federal, state and agency policies and procedures. Work regularly involves assigning, reviewing and evaluating the work of subordinates; establishing and maintaining an effective working relationship with applicants and co-workers; reviewing employment, citizenship and criminal history records, income information and family composition; representing MHA effectively with various housing professionals and community leaders; attends various civic and community meetings to explain and promote the Authority's subsidized housing programs; ability to gather, organize and analyze data pertaining to housing programs; analyze and resolve complex and involved subsidized housing problems; preparing various statistical reports and ensure quality control of work processes. Work is coordinated with the Assisted Housing Programs Manager and the Public Housing Asset Manager.

DUTIES AND RESPONSIBILITIES

- Supervise, assigns, evaluates and directs the work of staff engaged in determining eligibility and continued eligibility for housing programs.
- Review approve and reject applications for housing based on federal and agency regulations.
- Determines priority of eligible applicants for housing selection.
- Coordinates applicant placement with housing managers.
- Monitors the input of applicants' demographic data into database.
- Monitors the computation of rent and rental changes.
- Explains the evaluation process to applicants and tenants.
- Compiles and maintains statistical data on applicants, tenants, housing requirements and placements.
- Maintains records required for the determination process.
- Reviews operational procedures and analyzes program performance and effectiveness; conducts studies; and recommends changes as necessary.
- Reviews and evaluates the work of subordinate personnel; trains and instructs staff on proper work techniques.
- Prepare/evaluate staff annual reviews.
- Maintains a list of eligible applicants for placement as vacancies occur.
- Attends various civic and community meetings to explain and promote the Authority's subsidized housing programs.
- Comply with external and internal Auditors' request during waiting list audits.

- Meets with various housing professionals and community leaders to encourage housing participation.
- Audit and develop quality control of work processes.
- Update annually the Admissions and Occupancy Policy.
- Retrieves/approves/disapproves clients' criminal records
- Retrieves/approves/disapproves clients' citizenship eligibility.
- Represents MHA as the point of contact for displaced participants of nature disasters.
- Communicate effectively, both orally and in writing with all levels of management.
- Perform other related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge federal housing programs, regulations and guidelines
- Considerable knowledge of interviewing techniques and methods
- Considerable knowledge of supervisory techniques
- Ability to make decisions in accordance with procedures, laws and regulations.
- Ability to establish and maintain effective working relationships with employees, clients and the public.
- Ability to communicate effectively, both orally and in writing
- Ability to perform arithmetic calculations and tabulations.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

EDUCATION: Successful completion of a bachelor's degree program in business or public administration or a behavioral science or any equivalent combination of education and/or experience.

EXPERIENCE: Previous supervisory experience and knowledge of federal housing programs, regulations and guidelines.

PREFERRED QUALIFICATIONS:

Certification in Eligibility, Occupancy, and Rent Calculation from a HUD Certified Trainer must be obtained within (1st) year of employment.

STRENGTH REQUIREMENTS

- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

TYPES OF PHYSICAL DEMANDS

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting (25 lbs. or less) to obtain files and records, and eyestrain from working with computers and other office equipment.

This description is a representative summary of the work performed by incumbents in this job title. Any one position in this classification may not involve all of the duties and responsibilities contained herein, nor are the examples of knowledge, skills and abilities exhaustive. Incumbents may also be required to perform tasks other than those stated.
