

CHESTER HOUSING AUTHORITY

Job Posting

Classification: Occupancy Specialist – Housing Choice Voucher Program
Minimum Salary: \$32,000
Posting Date: 08/16/2011
Closing Date: Until Filled

Position Summary

Under the supervision of the Director HCVP, performs a variety of administrative duties to support the operations of the HCVP program as applicable. The responsibilities include tenant interviews, recertification, maintaining tenant files, and answering tenant inquiries via telephone or personal inquiries. In addition, the applicant will also file, prepare reports, and type correspondences as needed.

Essential Job Functions

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the work load. Interviews tenants to complete annual and interim recertifications or reexaminations, updates tenant records whenever necessary, computes total tenant payment and HAP payments, and processes all verification. Obtains all required tenant certifications and authorization to collect information. Ensures that all required information is compiled and maintained in the tenant file according to CHA policy and procedure. Conducts 3rd party verifications as required according to CHA policy and procedure. Notifies tenants of rent changes as a result of the interim or annual recertification. Conducts briefing sessions with applicants to inform them of Section 8 program functions and assists them with locating a unit through private rental market. Answers telephone calls from tenants and responds to routine calls, and routes calls as necessary. Initiates telephone calls as requested to do so by supervisor. Establishes and maintains all office files in accordance with CHA procedures and instructions of supervisors. Serves as custodian of office files. Types correspondence, memoranda, reports and other material required to support administrative operations. In the course of performing clerical duties, operates various standard office equipment such as computer terminals, copy machines, calculators, postage meters, etc. Prepares reports as instructed and completes other technical assignments in support of the department's overall workload. For Bilingual Occupancy Specialists only - Translates and interprets for Spanish speaking clients. Performs other related duties as required.

Required Knowledge and Abilities

Knowledge of the general operations and procedures of a Public Housing Agency (PHA). Thorough knowledge of the rules, regulations, and administrative procedures of the Chester Housing Authority. Considerable knowledge of the federal and state laws and city ordinances governing housing, including health and fire regulations, landlord and resident relationships, leasing of property and eviction. Knowledge of business English, spelling, and arithmetic. Knowledge of modern office practices and procedures. Knowledge and skill in the operation of modern office equipment including typewriters, copiers, personal computers, calculators, facsimile machines, etc. Knowledge of computer operations, software, and hardware. Knowledge of standard business practices and protocol. Ability to conduct information gathering interviews. Ability to maintain accurate and current records and files. Ability to understand and follow written and oral instructions. Ability to present ideas and information in a clear and concise manner, both orally and in writing. Ability to understand and act upon policies, regulations, and procedures as set forth in HUD regulations. Ability to meet and deal courteously and tactfully with the general public and present ideas and recommendations effectively.

Physical Requirements

Must be physically able to operate a variety of automated office machines including computers, copiers, printers, facsimile machines, telephones, etc. Must be able to work, stoop, kneel, crawl, push, pull, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.

Minimum Education, Training, and/or Experience

Bachelor's degree. At least two (2) years prior work experience preferably in the case management field. Any equivalent combination of education and training which meets the required knowledge and abilities may be considered sufficient.

Special Requirements

Possession of a valid Pennsylvania driver's license. Ability to be bonded.

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A DRUG FREE WORKPLACE