

CHESTER HOUSING AUTHORITY

Job Posting

Classification: Occupancy Specialist – HCVP

Minimum Salary: \$40,095

Posting Date: 12/02/2021

Closing Date: Until Filled

Position Summary

Under the supervision of the Director of the Housing Choice Voucher Program 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 by email. In addition, the applicant is also responsible for consistently applying, explaining, and enforcing HUD program regulations and CHA administrative policies and procedures. The position requires a detail-oriented person with strong organizational, time management, and record management skills. The ideal candidate has previous work experience serving lower income households in an urban setting. The ideal candidate must be able to consistently meet deadlines and customer service work standards in both an in-office and at-home online work environment.

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 workload. 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 HUD program regulations, CHA policies and procedure. Obtains 3rd party verifications as required according to HUD regulations, CHA policies 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 HCVP 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. Must demonstrate verbal and written proficiencies in English and speak in a clear and concise manner. 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). Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners. Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources. Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc. Ability to understand, act on, interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing. Ability to establish and maintain effective working relationships with co-workers, residents, HUD, the general public, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds. Ability to work in less-than-ideal conditions, e.g., noise, high traffic areas, etc.

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 up to 40 pounds of materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.

Minimum Education, Training, and/or Experience

Bachelor's degree in public administration, social work, psychology, sociology, or related field. Three-Five (3-5) years of work experience and computer skills with production of work products using Microsoft Office Word and Excel. Any equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient.

Special Requirements

Possession of a valid driver's license. A Covid-19 vaccination is highly encouraged. Must obtain Occupancy Specialist Certification within six (6) months of probationary hire. Ability to be bonded.

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A DRUG FREE WORKPLACE