

Kentucky Housing Corporation Job Description

Job Title: HCV Housing Specialist

Work Group: Tenant Assistance Programs

FLSA Status: Non-exempt

GENERAL PURPOSE OF THE JOB: Responsible for administration of the statewide Housing Choice Voucher (HCV) Program for the U.S. Department of Housing and Urban Development (HUD). Responsibilities include determining client eligibility and providing technical assistance to program participants, landlords and /or management agents on program regulations, policies and procedures throughout their tenure with the program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Review and approve requests for Housing Assistance Payment (HAP) and Utility Reimbursement Payments (URP) to landlords and tenants.

- Initial move-in certifications, interim certifications, annual recertifications, and transfers of the housing choice voucher program to other housing authorities.
- Determine income eligibility of prospective clients through third party verifications.
- Responsible for appropriate use of HUD secure systems to determine tenant eligibility as needed.
- Monitor and investigate tenant eligibility and seek restitution of funds when necessary.
- Follow appropriate program guidelines and utilize necessary reports to maximize usage of federal funding.
- Assist with program audits when needed.
- Provide customer service assisting clients as well as coworkers.
- Prepare documents/files for optical imaging.

Monitor paperwork and reports for accuracy and consistency.

- Quality Control of packets prior to processing in database.

Provide technical assistance to landlords/management agents:

- Guidance regarding discrepancies and how to resolve issues as they arise.

Responsible for building and maintaining positive relationships and partnerships with service agencies.

- Work with landlords to build relationships to better the HCV program.
- Educate landlords, tenant and service agencies on the HCV program.

Responsible for completing special projects as assigned.

- Work with management to create reports and spreadsheets when needed.

Provide back up to administrative assistant position when needed.

KNOWLEDGE OF:	SKILL IN:	ABILITY TO:
<input checked="" type="checkbox"/> Federal housing programs, laws and regulations <input type="checkbox"/> Grant programs/compliance monitoring <input type="checkbox"/> Principles and practices of Accounting/Audit <input type="checkbox"/> Crystal Reports software <input checked="" type="checkbox"/> Word processing/spreadsheet applications such as Microsoft Word/Excel <input checked="" type="checkbox"/> Basic rules of grammar and business writing <input checked="" type="checkbox"/> Basic mathematic principles	<input checked="" type="checkbox"/> Collecting, analyzing and evaluating data <input checked="" type="checkbox"/> Dealing with a diverse group of external and internal contacts at all levels <input checked="" type="checkbox"/> Analyzing problems and reaching solutions <input type="checkbox"/> Developing, implementing and coordinating of policies and procedures <input type="checkbox"/> Assigning, managing and coordinating activities of staff	<input checked="" type="checkbox"/> Plan and organize work activities <input checked="" type="checkbox"/> Prepare reports <input checked="" type="checkbox"/> Present ideas effectively <input checked="" type="checkbox"/> Handle sensitive/confidential information <input type="checkbox"/> Travel extensively throughout the state which may include overnight stays <input type="checkbox"/> Develop work plans and implement projects independently <input type="checkbox"/> Work in unsupervised environment

Additional Information: Position requires knowledge of MS Office Suite products. Position requires ability to work effectively with a wide variety of people, including external contacts as well as cross-departmental teams; ability to work in a team and as an individual to gain consensus; ability to multitask; ability to deal effectively with conflict; ability to work well under high pressure situations; Position requires strong analytical skills, including problem-solving, and attention to detail to ensure a high level of accuracy.

Knowledge of specialized software systems preferred.

Education Requirements: This level of knowledge would normally be acquired through completion of an associate degree in public administration or a business-related field of study. Two years' related experience may be substituted for degree requirements.

Experience Requirements: Position requires more than three years' experience in a responsible position in a professional office environment with responsibilities related to state and/or federal housing programs.

Experience with HUD's Housing Choice Voucher Program or comparable rental assistance experience is preferred.

Required Competencies: Written Communication: Is able to write clearly and succinctly in a variety of communication settings and styles. Has the ability to get messages across that have the desired effect.

Customer Focus: Dedicated to meeting the expectations and requirements of internal and external customers.

Ethics and Values: Adheres to the corporate values of respect, commitment and integrity.

Organizational and Priority Setting Skills: Sets goals and objectives; identifies roadblocks; uses time effectively and efficiently and can handle uncertainty and cope with change.

Initiative: Effectively completes assigned tasks, seeks additional opportunities and continuously strives to improve skills and abilities.