

Kentucky Housing Corporation Job Description

Job Title: Housing Coordinator
Work Group: Tenant Assistance Programs
FLSA Status: Non-exempt
Grade: 24

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:

| Major Areas of Responsibility (List in priority order) | |
|---|---|
| | Review and approve requests for Housing Assistance Payment (HAP) and Utility Reimbursement Payments (URP) to landlords and tenants. <ul style="list-style-type: none"> • Initial move-in certifications, interim certifications, annual recertifications, transfers, and portability 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. |
| | Provide technical assistance to landlords/management agents: <ul style="list-style-type: none"> • Guidance regarding discrepancies and how to resolve issues as they arise. |
| | Responsible for building and maintaining positive relationships and partnerships with service agencies. <ul style="list-style-type: none"> • 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. |
| | Provide back up to administrative assistant position when needed. |

Knowledge, skills and abilities required of the position:

| 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 associates' 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 one year's 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 is able to handle uncertainty and cope with change.

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