



## Position Description

<b>Position Title:</b>	HCV Specialist	<b>Department:</b>	HCV
<b>Reports to:</b>	Director, Housing Programs	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	November 2017

### Summary

The primary purpose of this position is to support the HCV program in the processing of initial applications, annual recertifications, and interim recertifications for housing assistance. Incumbent maintains a caseload and is responsible for the administrative and clerical functions associated with the participants' eligibility in HACA's housing assistance programs.

All activities must support the Housing Authority of the City of Annapolis ("HACA" or "Authority") and its managed agencies' missions, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Greets incoming residents and potential clients and assists with the completion of all documentation necessary for the application process.
- Receives and responds to inquiries from applicants, residents, landlords, and community organizations when appropriate.
- Receives and reviews applications from potential residents; interviews applicants; investigates and verifies information received; and determines housing eligibility. Reviews applications for completeness and obtains documentation as required.
- Establishes and maintains filing system and clerical procedures for applications, certifications, and interims; verifies all data and changes reported by HCVP participants; enters and retrieves data from the system, ensuring accuracy and completeness of information.
- Verifies accuracy of data obtained from residents and applicants during initial application and annual interview; establishes eligibility of applicants and of residents for continued occupancy; and updates information as required.
- Prepares residents for continued eligibility through the completion of necessary documentation and recertification appointments.
- Calculates annual income, determines initial eligibility, and calculates resident rents and total payments in accordance with related regulations; determines income allowances and deductions; and provides residents with relevant documentation.
- Coordinates with landlords to obtain and/or provide documents including leases, HAP contracts, and affordability notifications.
- Accepts requests for tenancy approval and conducts rent reasonableness and affordability determinations. Documents process in Authority software as required.
- Negotiates rent with landlords, reviews proposed lease agreements, and approves tenancy.
- Conducts data entry, entering all resident move-ins, changes, mandatory moves, and port-ins into the Authority's software system.
- Interviews residents on an annual basis and makes interim rent determinations as requested.



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Calculates retroactive rent increases or credits where applicable; ensures rent charges are accurate; forwards necessary documents to resident and landlord.

- Schedules and notifies residents of weekly briefings. Conducts briefings for new admissions, mandatory moves, and port-ins.
- Conducts briefing for new landlords on the Housing Choice Voucher Program
- Prepares and issues mailings and documents related to HCV transactions, including HUD 50058 forms, HAP contracts, notices of tenant rent, voucher expiration reminder letters, and missing document letters.
- Processes voucher extensions and denials in accordance with applicable procedures.
- Updates supervisor regarding activities and tasks on a weekly basis.
- Visits homes for reasonable accommodation requests.
- Performs other duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies



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- Knowledge of the general operations and procedures of HACA properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting HACA's housing programs and demonstrated ability to understand the terms, conditions, and content of HCVP regulations.
- Knowledge of the proper HACA procedures for collecting, processing, and recording HCVP transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the HUD and HACA program requirements to potential participants.
- Skill in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

## **Education and/or Experience**

Bachelor's Degree in management, public Administration, social work or related field, and a minimum of two (2) years of experience in the administration of the Housing Choice Voucher Program. HQS Inspector Certification preferred. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

## **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to travel to various Authority properties. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the properties; and attending onsite meetings and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

## **Work Environment**



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In addition to the standard office environment, this position may work on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.