

WACO HOUSING AUTHORITY & AFFILIATES

POSITION DESCRIPTION

TITLE: P B V/Admission Specialist 2022

NON-EXEMPT

SUPERVISOR: Director Housing Management

Duties and Responsibilities

Responsible for assisting in processing applicants for housing in low-rent housing programs and in performing a variety of clerical tasks to the admission of applicants. Performs a variety of duties as outlined below.

Interviews prospective applicants by obtaining and verifying all sources of income to calculate rent for low-rent Public Housing.

Calculates total tenant payment accurately.

Reviews applications for completeness, logs applications and inputs data into computer.

Documents family composition, citizenship or eligible immigrant status and social security numbers of family members in accordance with HUD requirements.

Conducts orientations explaining program and eligibility requirements.

Counsel's applicants for housing assistance and makes referrals to other agencies.

Screens applicants for local and federal preferences.

Requests income, residential verifications for applicants.

Conducts criminal history check on all adult members of household.

Notifies applicants in writing of approximate time of occupancy or denial of applications and update of information on application.

Determines rents, issue move-in packet, prepares and sends appropriate notices changes in accordance with HUD regulations.

Verifies income from third party via telephone and mail or fax.

Maintains automated record keeping system, updates records and purge files every three months.

Maintains waiting list and select applicants in accordance to eligibility and suitability and offer assistance in accordance of vacancy status to Public Housing Developments.

Answers incoming calls and handles inquiries from applicants, residents, and general public.

Compiles weekly and monthly statistical data for departmental reports.

Performs clerical duties in support of the leasing of vacant units.

Conducts yearly reviews of residents' family income and make-up of household members to determine continued eligibility and benefit level and processes adjustments when warranted.

Issues Voucher from waiting lists or transfers.

Answers resident and landlord inquiry and provide information on status of rent, damage claims, property corrections.

Pulls files for re-examinations, makes revisions, calculates rent adjustments, notifies resident and landlord orally and/or in writing of changes and schedules appointment for re-exam conferences, etc.

Review EIV to detect unreported income

Receives and reconcile funds owed to the agency by repayment agreement.

Prepares data sheet for accountants.

Establish and maintain contact with community social service agencies and refer residents and follow up as necessary.

Counsel residents and assists in resolution of problems between owners and residents before termination of assistance.

Performs other duties as assigned.

Qualifications and Knowledge

High school graduate or GED required. Three years of general office experience required.

Knowledge of general office, clerical and secretarial practices and procedure, business English and basic arithmetic.

Some knowledge of Authority policies, procedures and practices pertaining to Public Housing.

Skill in operating general office machines, including computer equipment.

Ability to: understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees and residents.

After one year of employment must acquire HCV Counselor certification, Income determination and PBV Specialist certificate.

Within two years of employment LIHTC training will be required

Bondability.

Valid Texas driver's license.

Eligibility for coverage under Authority fleet auto insurance.

Supervision

The employee receives work assignments from the Director Housing Management. The Director Housing Management usually establishes priorities and time frames. The Director Housing Management monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. Employee completes work with minimum supervision.

The employee has no supervisory responsibilities.

Guidelines

The employee generally follows prior experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing HUD regulations and Authority policies, practices, and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

Complexity

The employee performs a variety of related tasks, which are mostly routine in nature. Occasionally, the employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually referred to the supervisor for resolution.

Scope and Effect

The employee's work primarily affects the administrative output of the Authority's Central Office. A good job performance by the employee enhances the office's ability to provide housing and assistance to low-income persons.

Personal Contacts

The employee's personal contacts are with applicants, residents, and other employees and with outside sources to verify applicant information. The purpose of such contacts is to obtain information and documentation needed by the Authority for housing families.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records and office supplies, and eyestrain from working with computers and other office equipment.

Work Environment

Work involves the normal risks and discomforts associated with an office environment but is usually in an area that is adequately heated, lighted, and ventilated.