



JOB DESCRIPTION

Occupancy Specialist
Division: Housing Choice Voucher (HCV) Program
Reports To: VP, HCV Program

POSITION SUMMARY: Under the supervision of the Vice President (VP) of the Housing Choice Voucher (HCV)/Section 8 Program, the Occupancy Specialist manages program client cases from orientation/briefing to client's termination, including move-ins, reexamination, etc. The Occupancy Specialist conducts interim and annual reexaminations. The Occupancy Specialist exercises considerable judgement and initiative while performing and completing day-to-day responsibilities, subject to established procedures, practices, and standards. Duties require considerable knowledge of HUD regulations and the organization's Administrative Plan. Work involves considerable and constant public contact, often under trying conditions. Work assignments are received orally and in writing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Conducts interviews and completes annual, interim, and special re-examination of clients for the HCV Program, assisting clients in the completion of forms and identification of required documents.
2. Verifies submitted information according to the Authority's policy.
3. Communicates via written and oral correspondence with clients and landlords.
4. Develops and maintains positive rapport with owners, managers, and tenants; explains program requirements as needed.
5. Prepares rent changes, move-ins, and enters all data into the computer system.
6. Explains terms of contracts, leases and other HCV Program forms to clients and landlords.
7. Maintains client files, certifications and updating of all client information and income.
8. Responsible for setting up appointments with clients to sign all necessary documentation.



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9. Maintains control and information systems for effective program monitoring.
10. Performs related duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Considerable knowledge of HUD and the Selma Housing Authority rules, regulations, and administration policies.
2. Considerable knowledge of interviewing techniques and of the principles of office management and record maintenance.
3. Knowledge of modern office equipment including copiers, personal computers (Microsoft Office Package – Word, Excel, etc.), calculators, facsimile machines, etc.
4. Ability to make decisions in accordance with administrative rules, regulations, and policies.
5. Ability to understand and follow oral and written instructions.
6. Ability to establish and maintain effective working relationships with executive staff, supervisors, other employees, and the public.
7. Ability to understand, act on and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
8. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
9. Ability to initiate work projects and work independently, as well as work with a team.
10. Ability to process multiple client files in various stages of procedure and maintain detailed follow-up on items required to complete files with few to no errors.
11. Ability to lift and carry up to 15 lbs.
12. Ability to file while standing, bending or stooping to reach multilevel file drawers.



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PHYSICAL REQUIREMENTS

1. Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc.
2. Ability to move, handle or lift small objects around desk area, (i.e., files, computer printouts, reports, calculators, pencils, legal pads, etc.)

EDUCATION AND EXPERIENCE

1. High school diploma or GED or vocational school, preferably supplemented by courses in business practices; or any equivalent combination of education, training, and experience which, in the sole determination of SHA, constitutes the required knowledge and abilities.
2. Must be bondable.
3. Must possess a valid driving license and be insurable.
4. Ability to obtain a housing certification as deemed necessary by SHA within one (1) year of employment.