



Warren Metropolitan Housing Authority

Job title: HCV Specialist

Civil Service Status: Classified

Work Location: Administrative Office

Probation: 180 days

Program: Housing Choice Voucher (HCV)

Lunch: Unpaid

Reports to: Operations Director

Pay Range: 5

☒ Full-time
☐ Part-time
☒ Hybrid Telework eligible

☐ Exempt
☒ Nonexempt

Essential Duties and Responsibilities:

Under general supervision, responsible for HCV caseload of 500 + to determine continued eligibility for the HCV program and calculate rent subsidy amount.

- Process Interim, Annual recertifications and Change of Units for program participants
- Calculate rent subsidy amount following HUD regulations
- Follow up timely on outstanding or pending items
- Process criminal background screenings for all annual recertifications
- Investigate income discrepancy using the HUD EIV-IV Tool
- Process collection amount for overpaid HAP and report to HCV Coordinator
- Conduct zero income reviews with program participants
- Maintain accurate client files in both housing software and paperless system
- Assist with property owner recruitment and education
- Assist with resolving property owner and client disputes
- Assist with promotion of Family Self-Sufficiency (FSS) program
- Perform other related duties as assigned by supervisor
- Maintain compliance with agency Administrative Plan and procedures
- Maintain compliance with all HUD policies and procedures
- Demonstrate regular and predictable attendance
- Follow all safety and health practice of Warren Metropolitan Housing Authority
- Attend meetings and trainings as required

Qualifications:

- Ability to communicate and relate to persons of diverse backgrounds and abilities and establish and maintain effective working relationships with other employees and residents.
- Ability to problem solve with creative and individualized approaches
- Knowledge of community resources
- Ability to complete forms, compose letters and effectively communicate both verbally and in writing
- Ability to take initiative and work with minimal supervision
- Knowledge of and experience with basic computer skills
- Excellent organizational skills and time management
- Ability to prioritize and plan effectively
- Valid Ohio Driver's license
- HUD rent calculation certificate within 12 months

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with co-workers, clients, and property owners
- Computer knowledge of (MS Office – Word, Excel, and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to conduct assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to maintain confidential records
- Preferred knowledge of HUD and Authority policies, procedures and practices pertaining to the HCV Program
- High school diploma or GED required
- Bi-lingual preferred

Physical Requirements:

- Ability to perform the essential job functions consistent safely and successfully with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA and other federal, state, and local standards
- Must be able to lift and carry up to 25 lbs.
- Must be able to talk, listen and speak clearly on telephone
- Must be able to sit for 30-60 minutes at a time
- Must be able to sit in front of a computer screen and enter data for one or more hours at a time
- Must be able to travel when needed

Compensation/Benefits

- Medical, Dental and Vision Benefits
- Employer paid Life Insurance \$25,000
- Vacation Benefits 80 hours
- Sick time accrues at start of employment
- Paid Holidays (12 ½ Federal Holidays)
- Health Reimbursement Account (HRA)
- Hybrid Telework option

Print Employee Name:**Employee signature:****Date:**

Board approved Date _____