



### **POSITION DESCRIPTION**

POSITION TITLE: Housing Choice Voucher Lead Housing Technician

REPORTS TO: Assistant Director

DATE EFFECTIVE: October 2019

### **POSITION SUMMARY**

The Housing Choice Voucher (HCV) Lead Housing Technician serves the two HCV programs of Innovative Housing Concepts, 1). Englewood Housing Authority (EHA) and 2). Sheridan Housing Authority (SHA), with EHA consisting of 421 vouchers, and 177 vouchers in SHA. Responsibilities of this position include maintaining a caseload of Housing Choice Voucher participants and providing oversight of the entire HCV program, ensuring maximum program and budget authority utilization. The Lead Technician works directly with applicants, property owners, vendors, social service agencies, other housing authorities, and government agencies. The HCV team includes a Housing Technician, the Family Self-Sufficiency Coordinator, and the Agency Clerk.

### **WORK DESCRIPTION**

The listed examples of work are not intended to be all-inclusive. They establish a flexible, functional base from which the employee operates. It may also be modified with additions, deletions, or changes required to obtain organizational goals and objectives.

- Administer and maintain a caseload of Housing Choice Vouchers, including assisting clients with completing applications, interim changes, and annual certification paperwork;
- Complete all housing related paperwork in a timely manner utilizing Yardi software system;
- Completes timely submission of records to PIC, troubleshoots and corrects PIC errors, and completes and submits other reports as required by HUD;
- Runs monthly EIV Reports, and maintains cumulative file of Deceased Tenant Reports, Multiple Subsidy Reports, and Income Discrepancy Reports. Identifies and follows through on necessary corrective action on items noted in these reports;
- Composes correspondence, notices, and form letters relating to management of the HCV program, including notices of termination and program violations;
- Along with the Family Self Sufficiency (FSS) Coordinator, ensures the timely and accurate submission of the Family Self Sufficiency (FSS) data to PIC;
- Monitors, interprets, and implements changing federal regulations, and state and local laws, into agency policy for the HCV program. Consults with supervisor when interpretation of laws is unclear. Ensures the HCV Administrative Plan is in compliance and updated accordingly;
- Develops reports to monitor completion of tasks to ensure high performance relative to SEMAP;

- In conjunction with the Financial Services Manager, anticipates program activity for voucher programs and issues new vouchers to maintain 100% of program utilization. Utilizes and updates HUD's Two-Year tool spreadsheet on monthly basis;
- Works closely with accounting staff to ensure HAP and UAP payments are correct and processed in a timely manner;
- Helps in screening new voucher holders and conducting briefings for both new participants and participants porting into the authority's jurisdictions;
- Responds timely and professionally to a variety of inquiries and complaints from applicants, program participants, and landlords;
- Tracks current HCV activity, including turnover, transfers, portables, new contracts, etc., and provides monthly status reports;
- Acts as ultimate custodian of all HCV files and assures that all HCV files are audit-ready no later than December 31 of each calendar year;
- Assure that all HCV tenant files are cleaned out regularly with only three years of previous paperwork on adjustments, recertifications, and correspondence in all files;
- Attends periodic trainings, conferences and seminars to keep abreast of new program requirements, changing regulations, and to improve program operations;
- Oversees coordination of Housing Quality Standard inspections for HCV program;
- Performs Housing Quality Standard (HQS) inspections and/or Quality Control (QC) inspection as needed;
- Maintains a good working relationship with the local and regional offices of HUD, various state agencies and property managers, and represents IHC in community activities and industry organizations to promote a positive image;
- Provides excellent customer service to participants, landlords, co-workers, clients, and vendors.

### **EDUCATION AND SKILLS**

**Education & Experience:** BA/BS in Management, Public Administration, Social Work, or related field, is highly preferred; an Associate's Degree is required. Ideal candidate will have at least four (4) years of experience in the administration of a Housing Choice Voucher Program. A combination of appropriate education and experience may be substituted for the minimum requirements.

**Required Skills:**

- A positive attitude and a stellar work ethic;
- Experience in working in a goal and performance-oriented atmosphere;
- Self-starter who possess organizational and time-management skills;
- The ability to handle multiple tasks simultaneously;
- A demonstrated attention to detail;
- Interpersonal skills with ability to work independently as well as part of a team;
- Strong verbal and written communication skills;
- Conflict resolution and mediation skills;
- An ability to maintain efficiency and accuracy under pressure of deadlines and numerous interruptions throughout the workday;
- The ability to represent the agency in a favorable light at all times;
- Knowledge of the service population's cultural and socioeconomic characteristics and the appropriate techniques and practices for the client population;
- Customer-service oriented with a genuine desire to assist clientele;

- Proficiency with computer software, including Microsoft Outlook, Word, Excel, PowerPoint, and Adobe Acrobat.

Desired Skills:

- Certification within field (e.g. Housing Choice Voucher Specialist, Certified Voucher Specialist, Certified Specialist of Occupancy (CSO-HCV), Certified Specialist of Eligibility and Calculation-Housing Choice Vouchers (CSEC-HCV), etc.);
- An interest in professional development and growth within the agency;
- Knowledge of YARDI software;
- Knowledge of Federal, State and Local Policies affecting the Housing Choice Voucher program.

**DIMENSIONS AND RESOURCE RESPONSIBILITIES**

Direct/Indirect Supervision

None

Budget Responsibility

Responsible for the prudent requests and expenditure of funds and following established agency procedures.

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS**

Incumbent must have the physical ability to run errands that may entail walking short distances. Must have a valid driver's license and personal vehicle with full insurance coverage. Individuals are expected to utilize their own car for daily work-related travel with mileage reimbursement for miles incurred.

**COMPENSATION**

This is a full-time, hourly position. Position comes with a competitive salary and benefits package that includes: Medical and Dental coverage (80% covered by employer), and optional vision coverage, company-paid Long-Term Disability, 401(a) plan with employer match, and access to supplemental insurances through Aflac.

IHC is committed to promoting its employees' work-life balance by offering a compressed work schedule, 12 paid holidays, and a generous paid time off policy (after completion of a 90-day introductory period).