

October 2022

POSITION TITLE: HOUSING PROGRAMS SPECIALIST

DIVISION/ASSIGNMENT: Administrative Services/Housing Program Administration

REPORTS TO:
**Director of Housing Program Administration and
Director of Human Resources and Administration**

PURPOSE: The position is responsible for a wide range of activities related to assisting in the administration of the Agency's rental assistance programs, specifically providing administrative and technical support to the Housing Program Administration department staff and facilitating the transfer of tenant-based vouchers within and outside of our jurisdiction. In addition, this position assists with and performs specialized work of considerable variation involving the administration of new initiatives involving the expansion of on-going programs.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Performs administrative, and technical support work to Housing Program Administration staff; backup support to other executive and administrative staff as needed; and telephone and front desk coverage as required.
2. Maintains and monitors program files, e.g. contracts.
3. Responsible for generating and maintaining reports and associated billing for specific programs, e.g. Housing & Urban Development, Veteran Affairs, State of Vermont.
4. Monitors repayment agreements for past and current program participants.
5. Generates annual recertification packets, including related forms, monthly.
6. Handles necessary correspondence and tracking for rent claims and tax credit certification of compliance.
7. Provides administrative support to the Project-based Voucher Coordinator by analyzing and making recommendations regarding rent increases and claims for vacancy, and updating project files to include databases as required.
8. Administers the portability process for tenant-based voucher participants, to include facilitating the transfer of rental assistance to other PHA's.
9. Handles general and program information requests from participants, agencies, and the general public.
10. Performs related work as required or assigned.

SECONDARY POSITION TASKS:

1. Performs errands to deliver and retrieve materials on an as needed basis.
2. Assists in office maintenance, recycling, maintaining all office equipment, supplies, security, etc.
3. May occasionally provide back-up to Client Services specialists or assist Field Representatives with re-exams, lease-ups and application sessions in various locations throughout the state, as needed or requested.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:**Education:**

High school diploma or equivalent; associates degree, with some course work in administrative skills and office practices preferred.

Experience:

Two to three years of administrative or clerical work in human services, preferably in applied housing programs and/or Section 8 programs.

Skills and Abilities:

1. Ability to rapidly develop a thorough knowledge of the functions, procedures, organization and governing laws and regulations of the Authority and learn and adapt to extensive, complex rules, regulations and functions related to HUD, and apply them to daily responsibilities. (This knowledge should be acquired within the first six months.) Ability to meet goals and objectives set by the Authority within a specific time.
2. Possess strong organizational and communication skills; ability to plan and organize a heavy workload; coordinate multiple projects; quickly identify priorities of a busy, diverse office; operate under stress and work independently, referring policy clarification to appropriate personnel.
3. Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, English grammar, usage and spelling; and record and file maintenance procedures, and ability to maintain detailed, thorough and accurate recordkeeping systems.
4. Ability to utilize word processing, spreadsheets; Access, Excel, database and other computerized programs and general office equipment.
5. Ability to communicate complex program information to a diverse public and be sensitive to the needs of low-income, elderly and disabled individuals and families.
6. Ability to maintain confidentiality; exercise good judgement; communicate effectively orally and in writing in stressful and emotional situations with sensitivity, courtesy, tact and empathy; establish and maintain effective working relationships with supervisors, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.

7. Possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.
8. Ability to compose materials and correspondence on own initiative or with a minimum of instruction; type and proofread routine documents and forms.

Certifications/Registrations/Licenses:

1. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.
2. Must have or be able to obtain certifications in HUD regulations and certified occupancy training, where applicable and as required.

WORKING CONDITIONS/PHYSICAL DEMANDS:

1. Full-time position, 40 hours per week.
2. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
3. Office environment, may occasionally work in a field environment.
4. Ability to bend over to low files and reach high files.
5. Ability to lift, carry, push, pull or otherwise move an object.
6. Work involves walking, standing and driving for brief periods of time.

EQUIPMENT USED:

1. Computer, printers, multi- and single-line telephones, FAX, TTY, copy machine, calculator, and general office equipment.

PAY CLASSIFICATION: 6

Position is covered by a Collective Bargaining Agreement

FLSA DESIGNATION: non-exempt (hourly)