

**HOUSING AUTHORITY OF COVINGTON
POSITION DESCRIPTION**

POSITION: HOUSING SPECIALIST

REPORTS TO: Manager/Leasing and Re-Certification

DATE: 4/6/2021

REVISED: 2/7/2025

FLSA: Non-Exempt

POSITION SUMMARY:

The Housing Specialist is responsible for determining applicant eligibility for the agency's public housing program as well as verifying eligibility for continued occupancy. This is a highly responsible position that ensures both applicants and tenants are eligible for housing assistance. Close coordination with leasing/recertification and property management staff is required.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

- Perform Leasing and Recertification functions for each site assigned.
- Monitor wait list and audit applicant files to ensure admissions requirements and preference points are adhered to according to HUD and ACOP guidelines.
- Verify all sources of income, family composition and collect required forms for compliance. Enter applicant and resident information to agency software system.
- Calculate resident rent. Notify resident and property manager of rent changes and create retro rent change worksheet.
- Monitor income targeting efforts to ensure at least 40% of units are for households with incomes less than 30% of AMI, with the remainder for households earning up to 80% AMI.
- Ensure applicants are thoroughly screened to reduce illicit drug activities.
- Monitor whether tenants are under or over housed and notify property management.
- Schedule and conduct annual and interim resident interviews for site(s) assigned. Educate residents on program requirements and family obligations.
- Attend court proceedings with property managers, as needed.
- Prepare Management Information Reports for monthly Board meetings in a format approved by

senior management.

- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Skills/ aptitude with computer software solutions designed for leasing and re-certifications.
- Must be proficient in basic business math (addition, subtraction, multiplication, division and calculation of fractions and percentages) and possess problem solving skills.
- Ability to receive and handle information in a confidential manner. Ability to act in a fair and ethical manner towards others.
- Excellent customer services skills and the ability to work in a fast-paced environment.
- Must enjoy working with numbers and have a keen attention to detail.
- Knowledge of HUD regulations and eligibility requirements for subsidized housing assistance.
- Practical knowledge of the community, as well as state and federal resource agencies.
- Ability to establish and maintain effective working relationships with diverse populations while building trust by responding to customer needs within established timeframes.
- Knowledge of special needs populations, such as the elderly, handicapped, etc.
- Good communication skills, both oral and written.

MINIMUM EDUCATION AND EXPERIENCE:

- Associate degree required, Bachelor's degree preferred in Business, Business Math, Social Services, Public Administration, Communications, or related field.
- Two – five years' experience in the affordable housing industry, particularly with determining tenant eligibility and re-certifying tenants on an annual basis.
- Or an equivalent combination of training and experience to meet the required knowledge.
- Within one year, become certified as a Housing Specialist. Other certifications may also be required.
- Knowledge of software applications (Microsoft Outlook, Word and Excel)
- Must have a valid driver's license or other reliable means of transportation to/from work.
- Must be bondable.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to stand, walk, stoop, bend, reach, and climb stairs on occasion.
- Must be able to lift up to 20 pounds at times.
- The employee must be able to perform essential job functions in an environment that could have increased stress levels.

- **Note:** As a condition of employment, you must agree to and pass an alcohol and drug screen, criminal background check, and motor vehicle check.

<u>MAJOR DUTIES & RESPONSIBILITIES</u>	<u>STANDARDS OF PERFORMANCE</u>
Process new public housing and PBV applicants in accordance with all HUD, fair housing and agency policies	<ul style="list-style-type: none"> • Determine / communicate applicant eligibility • Assist Property Management with filling vacant units in a timely manner
Update resident records/ re-certify 186 public housing tenants annually <ul style="list-style-type: none"> • Golden Tower 155 • Academy Flats 6 • ESR1 6 • NSP 19 Assist Property Management with updating/ maintaining resident eligibility for 38 PBV residents annually	<ul style="list-style-type: none"> • All tenants will be re-certified in accordance with HUD, HAC and fair housing guidelines. • All certification forms and verifications will be collected from the resident within established timeframes. • All updated resident information will be entered to Yardi/Voyager accurately and in a timely manner.
Customer service will be performed in a professional, courteous and timely manner.	<ul style="list-style-type: none"> • Phone calls as well as verbal and written communications will be executed relative to the agency’s customer service guidelines.
Continuous Quality Improvements	<ul style="list-style-type: none"> • Ensure functionality in Yardi/Voyager within 3 months of hire. • Assist supervisor in launching Voyager/ Rent Café in 2025. • All applicant and tenant files will be scanned / filed to Skysite/Yardi within 60 days of effective date.
Complete at least one industry certification annually.	<ul style="list-style-type: none"> • Determined, and agreed to, with supervisory input.