HOUSING AUTHORITY OF COVINGTON
POSITION DESCRIPTION

POSITION: Housing Choice Voucher/Section 8 Service Representative

REPORTS TO: Housing Choice Voucher Coordinator **REVISED DATE:** 11/18/2025

FLSA: Non-Exempt/Full-time

POSITION SUMMARY:

The Housing Choice Voucher/Section 8 Service Representative serves as the primary point of contact for administering and supporting the Housing Choice Voucher (HCV) Program. This position is responsible for managing applicant intake, eligibility, coordinating leasing coordination, and ensuring participants and property owners comply with HUD and Housing Authority requirements. Duties include conducting briefings, maintaining case records, providing strong customer service, and helping support inspection activities such as scheduling, reviewing reports, and ensuring units meet quality and safety standards.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

Service Representative

1. Support the management of the Housing Choice Voucher (HCV) waiting list, review and process applications, for eligibility, conduct applicant briefings, issue vouchers, and ensure compliance with all program requirements and regulations.

2. Review request for Tenancy Approval, schedule and track inspections, negotiate and determine contract rent reasonableness standards, and prepare and execute leases and contracts in compliance with HUD guidelines.

3. Conduct annual and interim reexaminations to verify income and household composition, determine continued eligibility and benefit levels, and initiate termination proceedings for noncompliance when necessary.

4. Respond professionally to inquiries from applicants, participants, and property owners; prepare and distribute program materials; and conduct outreach, workshops, and presentations to promote understanding of HCV program and procedures.

5. Maintain accurate participant files and documentation, perform quality control reviews, assist with special projects such as rent reasonableness and utility allowance updates, and contribute to continuous improvement in program operations and customer service delivery.

6. Respond to inquiries by phone, email, and in person, addressing questions and resolving concerns from applicants, participants, and property owners in a courteous and

professional manner.

7. Assemble and manage orientation and recertification packets, process outgoing mail, and ensure all program materials are accurate, complete, and distributed in a timely manner.

8. Address and follow up on complaints or concerns related to program compliance, take appropriate action when issues arise, and represent the Housing Authority in administrative hearings or other proceedings as needed.

9. Assist with special projects, such as updates to rent reasonableness and utility allowance data, and conduct workshops or presentations to educate tenants and property owners about the HCV Program.

10. Manage multiple assignments effectively, contribute to continuous improvement efforts, and perform other related duties as assigned to support departmental goals and program success.

Inspections

11. Perform initial, annual, complaint, and follow-up inspections to ensure housing units meet HUD HQS/NSPIRE standards, local building codes, and zoning ordinances.

12. Ensure Compliance: Identify and document deficiencies, determine responsibility for corrections, establish deadlines, and verify completion to bring properties into compliance.

13. Prepare Documentation and Reports: Complete inspection reports, maintain accurate records, and communicate inspection outcomes, occupancy concerns, and potential fraud to appropriate staff.

14. Coordinate and Support Operations: Schedule and track inspections, collaborate with other departments, and contribute to improving efficiency and customer service within the Housing Authority.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to make routine decisions in accordance with HUD rules, regulations and policies and explain to applicants/tenants in an objective, impartial, and sensitive manner.

2. Basic knowledge of HUD regulations and the ability to maintain clerical records and prepare accurate and concise reports.

3. Experience with low-income housing, Section 42 tax credit and housing standards, HUD Housing Choice Voucher compliance, federal and state fair housing laws.

4. Ability to receive and handle information confidentially.

5. Good communication skills, both oral and written. Must be comfortable with public speaking.

6. Ability to prepare accurate reports from varied accounting and statistical information.

7. Ability to establish and maintain effective working relationships with employees, residents and the general public.

8. Ability to set up and maintain accurate record-keeping systems.

9. Ability to obtain and maintain Fair Housing training on a yearly basis, and other industry specific training.

MINIMUM EDUCATION AND EXPERIENCE

1. High school diploma or equivalent required; associates degree or coursework in social sciences, human services, or public administration is preferred.

2. Experience with low-income, senior, or housing programs, or other related fields; or an equivalent combination of training and experience to meet the required knowledge.

3. Intermediate computer skills with working knowledge of software applications.

4. Must have a valid vehicle operator's license.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to communicate information verbally, typed, and written. The employee is frequently required to remain in a stationary position and position themself or move about inside the office. The employee must occasionally move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of what an employee encounters while performing the essential characteristics of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually quiet.

MAJOR DUTIES & RESPONSIBILITIES	**STANDARDS OF PERFORMANCE**
Customer Service (Service Representative):	• # rings before pick up – 2 • Length of time left on hold - < 1 minute • Return phone calls within 4 hours, no later than 24 hours • Voice mail cleared daily • Written correspondence replied to within 4 hours, no later than 24 hours • Provide back-up to Receptionist/Administrative Clerk as required.
Customer Service (Inspections):	Present professionally at all times; Wear agency apparel/ID Greet tenants upon arrival and state purpose and length of visit While working in office, follow customer service guidelines • Be a liaison between tenants and other staff • Report all reasonable accommodation requests to agency 504 Coordinator • Answer phones in a timely manner and return all messages within 48 hours.
Monthly reporting (Service Representative):	Submit monthly reports to management team by the 5th of the month
Continuous quality improvements (CQI) (Service Representative):	• Conduct background checks on applicants in accordance with Admin Plan guidelines while leveraging the efficient use of service provider information and system software tools • Applicant records will be filed within 30 days • Applicant files will be neat and organized
Safety (Inspections):	Ensure health and safety of self and tenants during inspections • Carry cell phone • Provide property manager with schedule of inspections.
File Systems (Inspections):	Maintain e-file and hard copy inspection files, forms and storage areas; Monitor these areas weekly.
Continuous Learning/Training:	• Obtain Fair Housing Certification annually • Complete one job appropriate training annually • Learn relevant software programs for job efficiencies