

Position: Program Support Specialist

Department: Administration

Status: Full-Time, Hourly

Salary: \$20,000 - \$25,000

Creation Date: February 1, 2016

NOTE: This position description is a basic outline and should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements associated with this position. This position description must be used in conjunction with the Housing Authority of North Chicago's Public Housing Program's Admission and Continued Occupancy Policy (ACOP), HCV Administrative Plan, Personnel Policy, and agency issued procedural manuals.

Position Scope and Purpose

The Program Support Specialist is under the direct supervision of the Deputy Director and reports to department managers based on assigned duties. The Program Support Specialist is responsible for the administrative operation of the Housing Choice Voucher Program. The Program Support Specialist will serve as interim receptionist in their absence. In the absence of the Deputy Director the Program Support Specialist is to report to the Executive Director.

Duties and Responsibilities

General

- Professionally and pleasantly assists all current or perspective participants and landlords of the HCV Program.
- Provides general information in regards to Housing Choice Voucher Programs to all callers.
- Performs basic clerical duties such as typing, data entry, composing letters, proofreading documents, sending out general information, maintaining files and records as required.
- Assists at front desk during the absence of the receptionist. Answer phones, assist callers and residents, take messages for the staff member or transfer caller to the appropriate voicemail.
- Wears appropriate business attire. Good personal hygiene is expected. Properly displays agency identification as provided by the Housing Authority.
- Maintains a working knowledge of HCV Administrative Plan, management rules and regulations, emergency protocols, and Housing Authority administrative rules and regulations

General Administration

- Support staff of HCV Department with all aspects of the program from intake to termination
- Accept and process all requests for portability from other agencies to NCHA, schedule port-in participant to receive a full program briefing, issuance of a Housing Choice Voucher,

verification of current income and family composition, and monitoring each participant through the leasing process. Notify the other agency after lease up is complete.

- Assist with the management of the HCV waitlist. Process and file all requests for changes of address immediately.
- Update requests for address changes to Housing Choice Voucher waitlist.
- Generate and update Units Available List monthly. Keep records of all forms and correspondence submitted for requests to be added to Units Available Lists. Received from landlord.
- Update Rent Reasonableness System based on units available lists information and other comparables.
- Generate HCV correspondence and properly file in participant files
- Manage Family Self-Sufficiency Program files and process quarterly update letters.
- Process repayment agreements for fraud recovery, send past due balance and termination notices.
- Perform Housing Quality Control file audits quarterly or upon the request of the Deputy Director
- Properly maintain landlord files and check for accuracy; request any missing information
- Maintain monthly/ annual report books for HCV Department such as SEMAP
- Properly document and store dead files in upstairs file storage room
- Organize and maintain upstairs file storage room

Contractors/Vendors

- The Housing Authority of North Chicago takes great pride in the relationship it has developed with many contractors and vendors. The Housing Authority expects each staff member to treat contractors and vendors with respect, fairness and honesty.
- The Housing Authority does not allow kick-backs, gifts, or gratuities from contractors or vendors.
- The Housing Authority does not use any contractor or vendor exclusively.
- The Housing Authority does not ever allow a contractor or vendor to charge materials or anything on the Housing Authority's accounts.

Vehicle Use, Mileage, and Supply Transport

- The use of Housing Authority vehicles are for pre-approved and licensed Housing Authority employees that maintain current insurance coverage.
- Parking or driving agency or personal vehicles in an area not meant for vehicle use, i.e. sidewalks, rental unit front and or rear entry doorways, roadway islands, etc, is prohibited.
- Housing Authority vehicles are to be used on the property only for the transport of supplies and staff members.
- **PERSONAL USE OF AGENCY VEHICLE IS PROHIBITED.**
- **NON-HOUSING AUTHORITY STAFF ARE NOT ALLOWED IN/ON A COMPANY VEHICLE AT ANY TIME.**
- All vehicles will be maintained in a neat and orderly manner at all times.
- Smoking within a Housing Authority vehicle is prohibited.
- Abuse or misuse of a vehicle may be cause for personal revocation of driving privileges associated with an agency vehicle.

- It is not recommended that personal vehicles be used, as mileage for travel on the property is not reimbursed. Mileage is only reimbursed for those round-trips totaling 10 miles or more at one time.
- Mileage reimbursement is reserved for special trips, not regular trips to pick up supplies. Should the need arise for mileage reimbursement, the individual must complete the appropriate mileage reimbursement form and turn it in at the end of each month to the Executive Director.
- Mileage is paid through accounts payable, not through payroll.

Skill Requirements for this Position

- Knowledge of Housing Authority of North Chicago policies and procedures.
- Knowledge of general safety rules, including accident causation and prevention
- Ability to read, speak and comprehend the English language.
- Ability to communicate effectively orally and in writing.
- Ability to understand oral and written instructions.
- Ability to operate a computer, calculator, telephone, copier, scanner and facsimile machine.
- Ability to work within Microsoft Office Word, Excel and Outlook software applications.
- Ability to work within Housing Authority property management software: Lindsey.
- Ability to analyze information/documents from residents, outside service agency providers, work orders, unit inspections, etc.
- Ability to prepare recommendations and reports, as required by HUD/State/City/PHA.
- Ability to maintain tenant and unit master file records in an orderly fashion.
- Ability to develop plans and procedures for efficient and timely completion of work.
- Ability to establish and maintain effective working relationships with supervisors, subordinates, co-workers, residents, contractors, and the general public.
- Ability to perform in a busy, changing, multi-tasking work environment.

Qualifications for this Position

- Minimum academic requirement of a High School Diploma; an Associate degree within a related field is preferred.
- Work experience of two or more years within the clerical field with the ability to type 40 WPM.
- Proficiency in general mathematics to complete rent calculations.
- Proficiency within Microsoft Office Word, Excel and Outlook.
- Proficiency with property management software, Lindsey Software Systems preferred.
- Ability to read, speak and comprehend the English language; ability to speak Spanish is preferred.
- Possession of a valid State of Illinois driver's license; reliable and insured personal transportation; and the ability to travel independently between properties and the main office, attend trainings, etc.
- Ability to maintain a neat, clean and well-groomed appearance.
- Ability to maintain confidentiality
- Work experience with the general public.
- Excellent customer service skills.