

Position: HCV Specialist
Department: Housing Choice Voucher
Status: Full-Time, Hourly
Revision Date: May 1, 2020

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 HCV Administrative Plan, Personnel Policy, and agency issued procedural manuals.

Position Scope and Purpose

The HCV Specialist is under the direct supervision of the Deputy Director and is responsible for the overall management and operation of assigned caseload. In the absence of the Deputy Director the HCV 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.

Physical Requirements

- Physical aspects of the position include bending, lifting, pushing, pulling, kneeling, stooping, climbing, balancing, and carrying within a potentially clean to dusty environment.
- Ability to physically inspect properties, buildings, and exterior of properties.

General Administration – Annual and Interim Reexaminations of Income

- Process all interim reexaminations of income within fifteen (15) business days of notification by a household.
- Process all annual reexaminations of income in accordance with Housing Authority of North Chicago's Annual Reexamination Schedule. All households are to remain in full compliance with the schedule. All new move-in households are to be brought in line with the schedule.
- Process annual and interim reexaminations of income in accordance with HUD and Housing Authority of North Chicago's established policies and procedures, including the mandated use of the HUD EIV System, obtaining appropriate third party verifications of household claimed incomes, assets, and deductions, entering information into the computer system, correcting errors within PIC, obtaining household member signatures, etc.
- Properly file all interim and annual reexamination documents upon completion of a household's interim or annual reexamination.
- Secure resident files at all times within a locked room or lockable file. Resident files are not to be left open or available for viewing by public or other staff members.
- Address participant/landlord requests/concerns in a professional manner. Respond to all calls or emails within one business day of receipt.
- Schedule Annual Re-Examination Briefings three months prior to participant's Annual Re-exam end date.

General Administration – HQS Inspections

- Conduct Annual HQS Inspection three months prior to participant's Annual Re-Exam date, using established procedures
- Input Annual Re-Exams in Lindsey Software System no later than 30 days prior to Annual Re-Exam date
- Conduct Annual re-inspections of units within 14 days of first failed inspection
- Calculate abatement or initiate contract cancellation for units that do not pass within 30 days
- Conduct initial and special HQS inspections per request of tenant or landlord
- Conduct initial and special re-inspections per request of tenant or landlord

General Administration – Portability/New Contracts

- Accept and process all requests for portability from other agencies to NCHA, schedule each port-in participant to receive a full program briefing, issuance of a Housing Choice Voucher, verification of current income and family composition, and monitoring of each participant through the leasing process. Notify the other agency after lease up is complete.
- Schedule and process all requests by participants for portability out to another agency's jurisdiction, including verifying current income and family composition prior to sending portability papers to the other agency
- Prepare and execute HAP contracts in accordance with established procedures prior to issuance of payment of HAP to landlord

General Administration – Miscellaneous

- Keep documentation of all monthly activities in HCV Field Rep Monthly Log Book, Request for Tenancy Approval Log, Portable Log
- Document all complaints received by or about landlords and participants
- Submit check requests as needed according to established procedures

- Submit monthly annual and interim reexam totals by the 3rd of each month
- Assist Deputy Director with waitlist management, interviewing applicants, issuing vouchers and completing leasing procedures
- Type or update correspondence necessary to operate HCV Program
- Perform any other duties as assigned

Contractors/Vendors including Landlords

- 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 or Bachelors degree within a related field is preferred.
- Work experience of two or more years within the clerical field; experience working in the housing industry is preferred
- Must be resourceful, have tact, a courteous manner, and a genuine interest in and understanding of the people, and the ability to give empathizing consideration to the varied problems of low-income families.
- Proficiency in general mathematics to complete rent calculations, complete repayment agreements and rent adjustments.
- Program certifications including: HCV Specialist Certification and HCV Housing Quality Standards Specialist Certification
- 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.