

Douglas County Housing & Redevelopment Authority (DCHRA)

Housing Choice Voucher (HCV) Specialist – Job Description

Status: Full-time, Non Exempt
Supervisor: Executive Director
Work Schedule: M-F, Flexible hours – 40 hours per week

Position Summary

Under the supervision of the Executive Director, the Housing Choice Voucher (HCV) Specialist will oversee and manage the operation of the HCV Program as well as other agency housing initiatives and duties as assigned. This position is expected to follow local, HRA, state, and federal policies, regulations and laws.

Essential Functions

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The omission of specific statements of duties does not exclude them if the work is similar, related or a logical assignment to the position.

- Perform all activities relating to rental housing inspections, application intake, eligibility determinations, leasing, move-ins, ports ins and outs, interim rent changes, annual recertifications, rent calculation, rent reasonableness, terminations, repayment agreements, utility schedule, preparing and executing HAP Contracts, and processing rental assistance checks.
- Process applications for placement on housing program waiting lists, prepare denial letters, send notification letters, conduct briefings, maintain waiting lists.
- Create and maintain tenant files, develop and maintain a filing system for multiple files, identify files to be purged and files to be retained.
- Assist with preparation for annual audit. Verify by examination that file documentation is complete and files are audit ready.
- Assist with data-collection and narrative preparation of annual plan and future program development opportunities.
- Prepare and maintain computer spreadsheets, schedules, and reports and willingness to learn new software programs as needed.
- Complete periodic training related to updated program guidelines, new agency initiatives, or other staff development topics.
- Monthly reporting includes, at a minimum, Voucher Management System reconciliation (VMS), repayment agreement updates, board updates, and Enterprise Income Verification (EIV) monitoring.
- Participate in community resource meetings locally as well as training and events around in and out of state.
- Perform other duties as assigned by the Executive Director.

Minimum Qualifications

- High school diploma. Two years post-secondary training/education in a related field, two years' experience in a position with similar job duties, or four years' combination of relevant education, training and experience that meets the requirement to successfully accomplish the assigned duties is a plus.
- Experience with Windows-based personal computer software applications is required.
- Possession of a valid driver's license, access to reliable transportation and be willing to travel periodically overnight for multiple nights as needed.

Knowledge, Skills and Abilities

- Housing inspection certification (i.e. NSPIRE) and program specialist certification (i.e Housing Choice Voucher Specialist, Public Housing Occupancy, Certified Occupancy Specialist, Low-Income Housing Tax Credit Specialist, Affordable Housing Professional) certification from a nationally recognized training program, or the ability to be certified within one year of employment. Agency will cover the training if hired.
- Ability to meet with applicants and tenants at their residences, and to physically inspect the residence.
- Ability to resolve conflicts and negotiate effectively while working with diverse populations.
- Ability to serve customers in a professional manner.
- Ability to prepare and submit reports and required information.
- Knowledge of administrative practices, policies and procedures, excellent written and verbal communication skills.
- Knowledge of Fair Housing Laws and regulations.
- Knowledge of MN Landlord/Tenant Statutes and Data Privacy Laws.
- Ability to organize, establish priorities, meet program guidelines and timelines and work independently.
- Ability to interpret and apply regulations.
- Ability to work effectively with members of the general public, property owners and managers, police and other community professionals, agency staff and program participants.

Physical Requirements

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is required to talk, hear, have eyesight and have mobility enough to operate a variety of office machines, operate a vehicle and work in buildings with stairs and elevators. The employee frequently is required to bend/stoop, reach above shoulder level, push and pull. The employee is occasionally required to squat, crawl, climb, kneel and carry/lift up to 24 lbs.

This job description does not constitute an employment agreement or binding contract and is subject to change by the employer as the needs of the employer and requirements of the job change.

Compensation:

Work hours are Monday through Thursday 8:00 to 4:30 and Fridays 8:00 to 4:00 onsite at the Douglas County HRA office. The salary range will be in keeping with consideration of experience and qualifications. In addition, the Douglas County HRA offers a competitive comprehensive benefit package that consists of health insurance, retirement plan, health savings account, sick leave and vacation package.

To apply:

The position will be open until it is filled. Interested candidates to send an electronic letter of introduction and résumé to majean.ford@douglascountyhra.org, or a hard copy to the Douglas County HRA, Attn: Emajean Hanson-Ford, Box 965, Alexandria, MN 56308.