



Job Description

HCVP Coordinator

SUPERVISION RECEIVED:

The HCVP Coordinator shall work under the direct supervision of the HCVP Manager and the indirect supervision of the COO.

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

The HCVP Coordinator performs duties to assist in the management and administration of the HCV Program. The HCVP Coordinator will be responsible for an assigned caseload. Management of this caseload will include processing annual and interim reexaminations of participants for continued assistance, landlord and participant relations, and interaction with local and state community service and government agencies that may assist or benefit the program participants. The Housing Coordinator makes a strong contribution to the overall performance of the program, which specifically includes attaining 90% as a minimum on SEMAP and 100% PIC reporting.

DUTIES AND RESPONSIBILITIES:

1. Regularly schedule interviews, obtain income verifications, compute rents and utility allowances, properly notify participants of any rent changes and perform all tasks related to the timely conduct of initial, annual, and interim re-certifications in accordance with pre-established deadlines.
2. Explain policies and regulations to owners participating in or interested in the HCV Program.
3. Provide counseling to participating families and refer families with multi-faceted concerns to the appropriate social services agencies.
4. Ensure that vouchers are issued timely and managed after issuance.
5. Assist voucher holders in finding acceptable units.
6. Shall schedule, interview, and determine eligibility for those people bringing their Housing Choice Vouchers to GHA commonly referred to as "port-in(s)."

7. Shall review Request for Tenancy Approval, Owner/Family Lease and prepare appropriate papers for inspection.
8. Shall execute the Housing Assistance Payment (HAP) Contracts between landlords and GHA and assure all appropriate documents are accurate and complete.
9. Processes move-in(s), port-in(s), interim changes, and submits HUD form 50058 as required.
10. Shall maintain 97%+ quality assurance as determined by the monthly HUD-50058 Analysis Report.
11. Achieves an annual Income Target goal of 75%+.
12. Shall provide excellent customer service by responding to information requests within 24 hours, conducting research, providing solutions to problems and correcting errors.
13. Shall be responsible for explaining the responsibilities of the GHA, Owner and Family, including Equal Opportunity requirements to Real Estate Brokers, Owners, and Managing Agents.
14. Shall encourage participation by owners of units located outside areas of poverty or minority concentration; informs rental voucher holders of the full range of areas where they may lease units both inside and outside GHA jurisdiction; and supplies a list of landlords or other parties who are willing to lease units or help families find units, including units outside areas of poverty or minority concentration. This includes assisting the HCVP Coordinator Supervisor with conducting an annual landlord workshop.
15. Submits check requests to HCVP Manager or his/her designee.
16. Ability to negotiate rent reasonableness.
17. Process, monitor, and follow-up on all port-in(s) "as required" and any applicable changes reported by the "Initiating Housing Authority" in accordance to HUD's portability rules.
18. Advises HCVP Manager of any changes or disbursement of HAP or Administrative Fee.
19. Shall maintain applicant files and safeguard all sensitive documents in locked filing cabinets and/or room and adhere to Federal Privacy Act.
20. Tracks all move-in(s) and provides a monthly and weekly reports to HCVP Manager for analysis.
21. Monitors regulatory changes and attends workshops and seminars as deemed necessary for job description.
22. Makes recommendation to deny admission to families who are in violation of federal regulations or GHA policies.
23. Assist in maintaining program statistics including rent reasonableness data, fair market rents, payment standards, utility allowances, income limits, and any other statistical data as may be required.

24. Shall perform any other duties as assigned by Management.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Strong personal computer skills, including knowledge of Microsoft Office software.
2. General knowledge of sound business practices.
3. Strong organizational and follow up skills; must be detailed oriented.
4. Strong ability to communicate effectively both orally and in writing.
5. Ability and skill to deal in an effective manner with applicants, landlords, and social service agencies with emphasis on interpreting to the community the aim and purpose of the Housing Choice Voucher Program.
6. Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners or as set forth by HUD regulations.
7. Ability to perform duties of the position with minimal direction through their own initiative and work in a time-sensitive environment.

REQUIREMENTS:

1. Education should be that of a college graduate, A.A. or B.A. degree in Business or Public Administration. May be waived if experience and other requirements are deemed to have been satisfactorily met.
2. Typing speed of 45 wpm and experience on personal computer with Microsoft Office software, specifically Outlook, Word and Excel.
3. Must pass HCV Rent Calculation and HCV Specialist exams within 12 months of acceptance.
4. This position is a safety sensitive position and as such requires pre-employment drug screening and police background check.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

1. ETHICS – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
2. PROBLEM SOLVING – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
3. CUSTOMER SERVICE – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.

4. **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
5. **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
6. **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
7. **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
8. **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
9. **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
10. **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
11. **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
12. **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
13. **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
14. **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date

Pay Range:

Minimum: \$15.00 per hour

Maximum: \$20.21 per hour

