



Job Description Intake Specialist

SUPERVISION RECEIVED:

The Intake Specialist shall be under the direct supervision of the Asset Manager.

SUPERVISION EXERCISED:

None.

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

This position will be responsible for administering and facilitating the processing of all applicants for the Housing Programs available through the GHA. This would involve a variety of clerical tasks related to; the maintenance of the waiting list, and the processes involved in program admission. The ability to communicate effectively with the public and to perform tasks timely and accurately is essential in achieving success in this position.

DUTIES AND RESPONSIBILITIES:

1. Interviews applicants from the Waiting Lists for all housing programs to determine eligibility by verifying all income, allowances, and assets in compliance with Federal Regulations and the GHA policies. Notifies applicants of determination. If necessary, makes corrections to file in a timely manner.
2. Update Public Housing and HCV Program waiting lists annually.
3. Shall print monthly Waiting List reports. Shall maintain monthly records of official Waiting List reports, spreadsheet and audit trails, and making corrections to files in a timely manner.
4. Processes housing applications, conducts credit checks and calls references.
5. Explains program and eligibility requirements to applicants.
6. Handles all family applications by reviewing for completeness; logs applications for submission date and time; and inputs data into system.
7. Prepares and sends written requests for family income verification.
8. Verifies income from third party via telephone, mail, fax, or email.
9. Determines family program eligibility per HUD regulations and Housing Authority policy.
10. Maintains the Wait List by updating system as required and explains the Wait List policy to applicants.

11. Notifies applicants in writing of denial of application in accordance with HUD regulations and Housing Authority policy.
12. Meets with Wait List families periodically for any status changes.
13. Compiles statistical data for departmental reporting.
14. Assists with producing monthly and annual reports.
15. Answers incoming calls/inquiries from applicants and general public related to eligibility or waiting list status.
16. Review completed leases to ensure all required legal documents are signed.
17. Sets up new tenants in system and ensures files are created at intake.
18. Manages records and files of current tenants.
19. Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

1. Strong organizational skills and must be detailed oriented.
2. Knowledge of federal, state, and local laws, rules, and regulations pertaining to low income housing including Housing Choice Voucher programs and Project Based housing programs.
3. Ability to understand and perform rent calculations.
4. Ability to perform clerical work.
5. Ability to conduct eligibility interviews.
6. Ability to meet and deal tactfully and courteously with the public.
7. Ability to effectively communicate verbally, individually and in groups with internal contacts, tenants, voucher holders, and other Authority stakeholder's.
8. Ability to handle confidential information.
9. Ability to write letters, reports, maintain documentation and complete required forms.
10. Proficiency in the operation of a personal computer, including word processing, spreadsheet, data base and presentation applications as well as ability to search the Internet.

REQUIRED EDUCATION AND EXPERIENCE:

1. Associate's Degree in Business or Public Administration.
2. One year of experience in public housing, social services or position with case management duties.
3. A combination of related work experience and education will also be considered.
4. Must pass Rent Calculation, Public Housing Specialist and HCVP Specialist exams with a score of 80% or better within 18 months of employment.

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; remain 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

Salary Range:

Minimum: \$
Maximum: \$

