

**KNOX COUNTY HOUSING AUTHORITY
POSITION DESCRIPTION**

TITLE: ADMINISTRATIVE SUPPORT SPECIALIST - HCV

STATUS: EXEMPT

REVISED: 10/20/2015

SALARY: \$24,000.00 – 32,500.00 Commensurate with Experience

REPORTS TO: Housing Choice Voucher Program Manager

JOB SUMMARY:

The Administrative Support Specialist will provide administrative support to the Housing Choice Voucher Program Manager. The purpose of this position is to provide operational support of the Knox County Housing Authority's Housing Choice Voucher (Section 8) programs by assisting in the delivery of these services and may include application processing, waiting list management, portability actions, intake actions, and reexamination duties. Employee shall exercise considerable judgment and initiative in carrying out day-to-day responsibilities subject to established procedures, practices and standards. Duties require considerable knowledge of HUD regulations on participant selection and the ability to maintain records and prepare accurate and concise reports. Work involves regular interaction with the general public, at times under trying conditions. This position will be a point of contact for program participants, participant families, landlords, other social service agencies or community organizations, KCHA staff, neighboring housing authority staff, HUD staff, and the general public.

EXPECTATIONS:

It is essential that the Administrative Support Specialist - HCV exert all efforts to achieve High Performance status under the Section Eight Management Assessment Program (SEMAP). Specifically, the Administrative Support Specialist - HCV must work directly with the HCV Program Manager to implement and execute policies, procedures, programs and services to achieve the highest ratings for SEMAP indicators. Programs with scores of 90% + are designated as High Performers; 60 – 89% are designated as Standard Performers; and < 60% are designated as Troubled. The HCV Program is expected to achieve high Standard to High Performer scores. Additionally, 100% Public/Indian Housing Information Center (PIC) reporting is expected.

MAJOR DUTIES AND RESPONSIBILITIES:

Administrative Support Specialist duties include, but are not necessarily limited to the following:

1. Administrative:

- a. Assist in the management of lease up and voucher issuance for the Housing Choice Voucher program to ensure the Knox County Housing Authority achieves 98.0% or higher lease up rate;
- b. Prepare participant and landlord communication such as scheduling interviews, verification of information, scheduling HQS inspections, HQS inspection results, termination of assistance; termination of HAP contract, etc. in accordance with program guidelines, policies, and regulations;
- c. Promptly and accurately maintain all file documentation –Utilizing agency filing systems, promptly and accurately maintain all file documentation. Establish, maintain, and update various logs, books, and other documentation related to the orderly maintenance of participant records. Ensure all computer records of all participants are accurate and current;
- d. Participate in the preparation of required reporting for the Section Eight Management Assessment Program (SEMAP);
- e. Share information received through the mail, by phone, by fax or email regarding participant concerns with Housing Choice Voucher Program Manager within two work days of receipt; and
- f. Complete other administrative tasks assigned by Housing Choice Voucher Program Manager.

2. Waiting List Management / Application / Intake

- a. Application Processing: Accept and process HCV program applications from the public. Explain program procedures, eligibility criteria, waiting list preferences, anticipated waiting times, and other program issues to applicants and the public. Place applicants on the waiting list in accordance with KCHA's Administrative Plan and applicable HUD guidance.
- b. Enter applications into the KCHA tenant management system (computer) accurately and in accordance with HCV Administrative Plan admission policy;
- c. Participate in a waiting list update (purge) at least annually; update applicants' personal information and waiting list placement as required;

- d. Select applicants from the waiting list for admission in accordance with HUD regulations and other requirements including, but not limited to, 24 CFR part 5, subpart L, protection for victims of domestic violence, dating violence, or stalking, and with KCHA policies stated in the HCV Administrative Plan.
- e. Interview and process eligible households for rental assistance and affordable housing programs. Process applications and information received from these families and determine eligibility for the program;
- f. Utilize the Enterprise Income Verification (EIV) system in its entirety to reduce administrative and subsidy payment errors in accordance with HUD administrative guidance;
- g. Arrange for and conduct group/individual briefings that explain policies and regulations to applicants and owners regarding the Housing Choice Voucher program;

3. Participant Management

- a. Notify program participants and landlords of scheduled reexaminations;
- b. Verify income, assets, medical or unusual expenses and assisted dwelling information. Send letters requesting applicants and other sources to provide documentation to support their eligibility for the program. Obtain necessary verifications and other required information and file accordingly.
- c. Perform annual reexaminations for continued assistance. Assist participants in completing all documentation related to interim and annual reexaminations, explaining concepts and requirements in terms participants understand to ensure compliance with program rules. Processes requests for Portability (both in and out);
- d. Calculate rents and changes in personal income, verify information for accuracy, schedule appointments, communicate\correspond with residents and property owners, and negotiate rental payments with property owners for HCV and special programs participants;
- e. Assure that participants are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents;
- f. Utilize the Enterprise Income Verification (EIV) system in its entirety to reduce administrative and subsidy payment errors in accordance with HUD administrative guidance;
- g. Enter re-exam data into computer system and generate a HUD-50058;

h. Maintain participant contact by phone, mail, email, and in person.

4. **HQS Inspections (Secondary Responsibility):**

- a. Inform owners and participants of Housing Quality Standards (HQS) requirements;
- b. Schedule all HQS inspections for each unit, and send notice to all program participants and landlords of scheduled inspections, re-inspections, results, and corrective actions per KCHA Administrative Plan policy.
- c. Informs Housing Choice Voucher Program Manager of scheduled inspections by utilization of Microsoft Outlook calendar;
- d. Conduct HQS unit and property inspections, including initial, annual/biennial, special/complaint, and emergency inspections in order to assure adherence to regulatory requirements;
- e. Document on-site visitations, denote failed areas, and recommend course of corrective action;
- f. Confer with property owners and tenants concerning methods for correcting violations;
- g. Inform manager, landlords, and residents of findings and maintain appropriate documentation;
- h. Conduct follow-up inspections to monitor compliance;
- i. Ensure inspection reports are filed in tenant files and entered into HMS notes;
- j. Verify unit passes HQS inspection before commencing lease-up activities.
- k. Provide detailed inspection reports to Housing Choice Voucher Program Manager within one day of inspection;

5. **Maintain positive landlord relations, promote participation in the program, and grow housing opportunities for program participants, including:**

- a. Explain program policies and procedures to owners who are interested in or participating in the Housing Choice Voucher Program;
- b. Encourage participation by owners of units located outside areas of poverty or minority concentration;

- c. Conduct landlord outreach and host workshops designed to educate area landlords on the benefits of becoming a Section 8 landlord and answer questions/address concerns about the program;
 - d. Investigate all complaints of owner contract violations, and approve abatement or termination of HAP to owners based on HUD regulations and KCHA policies;
6. **Assist participants with special problems and promote positive participant relations, including:**
- a. Counseling participants who are not complying with the terms of the program;
 - b. Referring participants with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance or to social service coordinator, as appropriate;
 - c. Resolving conflicts, complaints, and disputes between participants and owners as appropriate, in order to avoid grievances;
 - d. Scheduling and completing program surveys in order to identify participant or applicant needs; assess quality of services, etc;
 - e. Participating in hearings and appeals as needed.
7. **Other Duties:**
- a. Enforce federal rules and regulations, state and local law and ordinances, and agency policy and rules, and maintaining associated records;
 - b. Conduct research and composes replies to correspondence, detailed activity reports, memoranda, etc;
 - c. Field telephone calls, answering or rerouting questions, complaints and requests;
 - d. Schedule and cancel appointments, keeps a calendar of scheduled events for self and Housing Choice Voucher Program Manager, including travel plans;
 - e. Prepare or assist in the preparation, calculation, typing, proofreading and recording of program statistical and financial data;
 - f. Research and gather source material for the preparation of reports, articles, budget, speeches, and for other applicable purposes;
 - g. Open, read and appropriately responds to email;
 - h. Type a variety of complex narrative and technical reports, correspondence, memoranda and various related materials.

- i. Furnish persons with information about the HCV program, in person, through electronic communication (email), or by telephone;
- j. Complete special projects as assigned;
- k. Assist Housing Choice Voucher Program Manager in program activities, perform responsible public relations duties through contact and association with visitors, federal and local officials, as well as general public;
- l. Attend and/or participate in various meetings related to Authority business during and after normal business hours;
- m. Provide coverage at the reception desk as-needed, and perform related tasks such as receiving rent payments, taking occupancy applications for all programs, and answering general agency and program specific questions;
- n. Perform related work as required.

8. General Requirements:

- a. Work cooperatively with other members of the agency, adjusting workload as necessary;
- b. Investigate and resolve participant and landlord complaints minimizing involvement of Housing Choice Voucher Program Manager and administration to the satisfaction of all parties;
- c. Communicate with participants, landlords, and other KCHA staff in a manner that is courteous and professional;
- d. Answer participant questions, providing information on status of rent, unit inspections, provisions of the lease, tenant obligations, program regulations, KNOX COUNTY HOUSING AUTHORITY policies and procedures, etc.;
- e. Return calls to participants and participants within one business day;
- f. Place information received through hand delivery, the mail, by fax or email in appropriate part of participant file within two workdays of receipt;
- g. Participate in the revision of agency policies and procedures;
- h. Complete necessary and required training; ability to participate in a variety of settings – self learning, web based, classroom, travel, etc.;
- i. Submit monthly reports as requested; and

- j. Any other related tasks that support the goals and objectives of the KCHA.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of the practices, procedures, systems and policies of the Knox County Housing Authority and ability to interpret said knowledge concisely and accurately to program participants, the public, and other KCHA staff;
2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to public housing authorities, specifically the Housing Choice Voucher program;
3. Knowledge of laws and standards that apply to public housing authorities, specifically the Housing Choice Voucher Program;
4. Ability to carry out, without supervision, continuing assignments requiring the organization of material, the preparation of reports and the making of decisions within the framework of agency policies and procedures;
5. Knowledge of basic office practices, procedures, and equipment;
6. Knowledge of the principles of case supervision and file management;
7. Knowledge of the operation of KCHA computer systems and software;
8. Knowledge of the agencies that provide assistance and services to participants, including some knowledge of eligibility requirements;
9. Comprehensive knowledge of business English, spelling, arithmetic, punctuation, filing and grammar;
10. Ability to maintain required records such as participant files;
11. Ability to read and interpret policies and guidelines in order to make sound decisions;
12. Ability to research policies, procedures, and guidance in response to specific questions or issues; make recommendations regarding what guidance is applicable to the specific situation and what course of action should be taken;
13. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility;
14. Ability to use basic office equipment such as telephone, fax, copier, and computer;

15. Ability to communicate verbally and in writing;
16. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system;
17. Ability to establish and maintain effective work relationships with peers, superiors, participants, community service agencies and the public;
18. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements;
19. Skilled in analyzing situations in order to identify problems and offer solutions, and exercising the use resourcefulness and tact in handling all situations;
20. Ability to exercise individual initiative and use discretion in handling confidential matters;
21. Skilled in communicating with all types of people in a wide variety of situations.

QUALIFICATIONS:

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that s/he can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Requires basic knowledge typically acquired with a high school diploma or GED, including basic writing, math, and reading skills, plus knowledge of basic office procedures and skills, or any combination of education, training or experience that provides the required knowledge, skills and abilities.
2. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal with a variety of people under constantly changing circumstances, ability to prioritize tasks with minimal direction, ability to compose and type basic written and numerical documents, and familiarity with filing systems and standard business machines (such as copiers, calculators, postage meters, typewriter, computer equipment, fax machines, telephone systems, etc.).
3. Requires proficiency of word processing software, preferably Microsoft Office for Windows, or the ability to learn Microsoft Office with minimal training time. Requires proficiency and ability to use e-mail and the Internet. Ability to learn housing program software for data entry of applications, work orders, tenant account management, etc.

4. Must be capable of performing light lifting of up to 50 pounds, predominantly paper products, small office equipment, mail, files, etc. Many files are retrieved and stored in overhead shelving; these files may weigh up to 20 pounds. Files may be carried a distance of up to 500 feet from desk to storage facility. Mail is carried from office/car/post office a maximum of 500 feet. Mail is also retrieved daily from a postal box located on the outside of the office. Additional mail and documentation is retrieved from an inbox located at the Central Office/Cost Center.
5. Employees must have a valid Illinois Driver's license and a good driving record to be insurable under the KCHA's auto insurance. Employees must be capable of picking up and delivering mail to the local post office daily.
6. Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.
 - a. Previous experience working with public programs and/or a basic familiarity with various local community agency programs and services available to low income individuals
 - b. Familiarity and/or fluency in Spanish and French is desired.

OTHER REQUIREMENTS/MISCELLANEOUS:

1. Supervision Given and Received

The employee receives work assignments and instructions from the Housing Choice Voucher Program Manager. Normally, the instructions are broad and general, both written and oral. The individual in this position must be able to work independently, performing relatively complex work in an accurate and timely manner without close supervision. Situations not covered by instructions may be referred to the Housing Choice Voucher Program Manager or handled by the employee, depending on the circumstances. The employee's work is reviewed sporadically for thoroughness, accomplishment of objectives, and compliance with existing policies and procedures. Employee has no supervisory responsibilities.

2. Guidelines

Most work is performed according to existing procedures or written guidelines, such as HUD regulations, handbooks, desk references, or existing records. The employee will frequently be required to use independent judgment in making recommendations and decisions.

3. Complexity

The employee performs relatively complex work requiring a working understanding of HUD rules and requirements relative to public housing program. In addition, the

employee must be able to handle complex interpersonal situations involving conflicts with skill and professionalism.

4. Scope and Effect

The employee works with the public housing program participants, other KCHA staff, other agencies, and participant families. The employee's work is essential to the successful operation of the Housing Choice Voucher program. The employee's efforts affect the KCHA's ability to maximize funding eligibility as well as the agency's performance within the Section Eight Management Assessment Program (SEMAP).

5. Personal Contacts

The employee has continual contact with Housing Choice Voucher program participants, other KCHA staff, other agencies, and participant families. Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy. Occasionally a contact may be uncooperative or antagonistic, and the employee would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the KCHA.

6. Work Environment

The employee's work involves primarily sedentary office work in a typical office environment. Additionally there is some degree of stress resulting from contact with applicants, participants, the public and other employees. The work of the employee involves the normal risks or discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated.