

HELENA HOUSING AUTHORITY
Intake Specialist
UPDATED May 2021

Classification: HCV Specialist – Non-exempt

Grade: 15, 16, 18

REPORTS TO: Operations Manager

POSITION OVERVIEW:

This position will provide customer service to clients looking for rental assistance and public housing in the Helena community. The position will explain program requirements and procedures, collect applicant information, determine eligibility for the voucher programs and public housing and maintain applicant records. This position will also perform admissions functions to include assist in managing wait lists, processing Full-Eligibility Applications (FEA), tracking, orientations, and conducting move-in inspections. The position may also support other housing programs and services as needed.

ESSENTIAL DUTIES AND FUNCTIONS

Customer Service & Intake

1. Provide direct customer service and technical assistance to clients in using Rent Café. This includes assistance in making application, completing intake documentation, and coordinating lease-up.
2. Assists in maintaining and monitoring waiting list by maintaining contact with applicants, removing names of applicants who have lost eligibility, moved away, found other accommodations etc. On a yearly basis conduct a purge process that includes contact with all applicants, review of eligibility, etc. Prepare and send letters notifying applicants of eligibility to submit a full application.
3. Meet with applicants to assist them with completing applications, explain detailed requirements and obtain required documents (e.g., income verification, bank records, birth certificates, social security numbers, and picture identification).
4. Collects reasonable accommodation information from applicant and sends letters to providers. This includes collecting documentation, coordinating with the 504 Officer on approvals, and sending notification letters. This could include collecting information for transfers and coordinating with the Admissions Specialist and/or Property Manager.
5. Conduct third party verification of applicant information (e.g., contact employers, banks, landlord references, other public assistance agencies to ensure accuracy and completeness of information). Conduct criminal background checks on all applicants and current participant household composition changes (i.e., adults being added to

the household). Coordinate the appeal process with the Operations Manager for any eligibility denial appeals.

6. Complete review of submitted application and supporting documents and determine eligibility for the public housing or voucher program and any preferences. Notify applicants of decision and place name on list.
7. Set up and maintain a file for each applicant that contains all documents, correspondence, interview notes etc.
8. Notifies applicants of availability of a housing unit or voucher and verifies continued eligibility.
9. Coordinate Violence Against Women Act (VAWA) relocations to initiate protection (typically emergency transfer) by collecting documentation to support the preference, reviewing documentation with the Operations Manager and coordinate the actual transfer into an available unit with the Admissions Specialist.
10. Coordinate the local Housing Choice Voucher programs for new lease up applicants from the wait list through lease-up. This involves pulling applicants from the wait list, preference verification, income guideline verification, criminal background, completing application process with documentation, issuing the voucher, explaining HUD rules and regulations (briefing), issuing a request for tenancy approval, maintaining communication with landlords, coordinating HQS inspection, signing Housing Authority Payment (HAP) contracts, and coordinating with the HCV Specialist on placement of new units and landlords in the YARDI system.
11. Provide support to the State Housing Choice Voucher briefing process (e.g., preparing documentation, making presentations, collecting documentation).
12. Use a wide variety of computer-based applications including but not limited to Microsoft Office Suite, Internet applications, Outlook, YARDI (proprietary resident management systems), and other Windows-based applications.

OTHER JOB-RELATED DUTIES

1. Complete special projects, such as research regulations and formulate procedures to ensure HUD compliance of all programs; implement new regulations and changes in existing regulations. May support other housing programs.
2. Attend meetings and conferences and participate in ongoing training and educational programs and activities including maintaining knowledge of relevant laws, programs and processes.
3. Provide training and support to occupancy staff and monitor program compliance; provide support to the Director of Operations including advising of non-compliance issues with other occupancy staff and programs.

4. Perform other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Demonstrated Knowledge of:

- Customer service methods and techniques.
- Public Housing principles and policies.
- Modern office procedures, practices and methods including computers and business software.
- Business English, spelling and math.

Demonstrated Skills and Abilities in:

Communications and Teamwork : Ability to establish and maintain cooperative working relationships with all those contacted in the course of work to include fellow workers, community members, tenants and board members; to communicate effectively in writing to produce clear, concise and accurate correspondence, presentations and reports.

Self-development: Continuing education in new methods, materials, and personnel practices. Learn apply federal and state laws and rules regarding business practices and HHA programs.

Efficiency and Effectiveness: Ability to plan, organize, prioritize, and coordinate workflow; work independently and meet multiple deadlines. Attention to detail and accuracy.

Adaptability to changes and problem-solving skills: Ability to define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables.

Preferred Software Skills:

- >Microsoft Office Suite, including Word, Excel, Explorer and Outlook.
- >Windows based applications
- >Internet Explorer
- >Outlook

Qualifications:

- A combination of education and experience equivalent to an associate degree with coursework in business, communication and/or office technology and two years of experience in social service programs, customer service and/or office management.

- Possession of, or ability to obtain, a valid Montana Driver's License and a driving record acceptable to insurance carriers.
- Must pass a background check.

WORK ENVIRONMENT

Normal work hours: This is a Non-Exempt position, paid hourly with overtime. The position will work at the direction of the Operations Manager and at times may require work longer than a 40-hour work week with varied hours.

Ability to perform light lifting (e.g., of records) several times per day. Must be able to work in typical office environment using office equipment for at least forty (40) hours per week. Must be able to stand at an office machine or worktable for a period no less than one hour. Must be able to sit at a desk and computer terminal for a period no less than six hours. Must be able to lean, kneel, rise and twist to retrieve files from a standard file cabinet.

COMMITMENT TO SERVICE

Employees of the Helena Housing Authority are expected to achieve the highest standards of personal and professional work performance in commitment to serving HHA's constituents and the Helena community in general. Ability to work in a team, be transparent in written and verbal communication, and show respect and care for people from a wide variety of backgrounds is needed on a daily basis.

EMPLOYEE SIGNATURE

DATE
