

NOTICE OF EMPLOYMENT OPPORTUNITY

AUGUST 10, 2021

Leased Housing Specialist

Annual Pay Range is
\$28,168.80 - \$40,844.76

Applications Accepted Until August 20, 2021

**Call Mark Taylor at 304/348-6451, ext. 322,
or Kim Casey at 304/348-6451, ext. 326,
or visit www.ckha.com/jobs.htm to download
and print an Application for Employment**



JOB DESCRIPTION

POSITION TITLE:	Leased Housing Specialist	FLSA STATUS:	Non-Exempt
DEPARTMENT:	04-Leased Housing	PAY GRADE:	102
REPORTS TO:	Occupancy Supervisor	REVISED DATE:	08/10/2021

POSITION SUMMARY

This position is responsible for assisting program participants and evaluating their continued eligibility for rental assistance programs in accordance with the Charleston-Kanawha Housing Authority (CKHA) Administrative Plan, Housing and Urban Development (HUD), and all other applicable federal, state, and local policies and regulations. Perform case management, complete necessary verifications and certifications, calculating household income, rent, and utility allowances, and coordinating between landlords and tenants on tenancy requests and housing assistance payment contracts.

This position will be used for training, each position below: Interview, Recertification, Leasing, and Customer Service will be held by one incumbent at a time and each incumbent will hold the position for three (3) to six (6) months dependent on availability to move to the next position. Each position will manage the same caseload of approximately 1,440.

ESSENTIAL FUNCTIONS

The following represents principal responsibilities of the position; however, they are not intended to be all inclusive. CKHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

- Acquire a thorough knowledge and understanding of federal regulations, the CKHA Administrative Plan and agency procedures governing the Housing Choice Voucher (HCV) program and apply these standards in daily work, ensuring accuracy.

Interview

- Continue to reconcile program participant listing in agency's computerized software with electronic filing system workflow process, keep electronic notice board current.
- Schedule program participants for annual recertification interview, 90 days out, by sending recertification and landlord packets to participants and landlords.
- Conduct interview with program participants to obtain information required to determine eligibility for the HCV program.
- Review accepted forms and program participants information including employment and earnings for completeness and accuracy.
- Notify program participants of missing documents.
- Scan all documents into electronic filing.
- Verify provided information by requesting and reviewing third-party documentation obtained from employers, government programs and the on-line Enterprise Income Verification (EIV) system, etc., regarding the participant's income, expenses, and other factors affecting program eligibility and rent share. Provide tenant with Documents Due form for missing information if required.
- Reschedule program participants for second interviews if required.
- Schedule zero income program participants every 90 days as required.

- Process Justification of Terminations as required.

Recertification

- Process annual recertifications to determine tenant income and family status, accurately and in a timely manner, at least 30 days before recertification date; correctly calculate the utility allowance for all tenant-paid utilities.
- When participant reports changes in income or family circumstances, process Interim, accurately and in a timely manner.
- Receive owner rent increase requests and performs rent reasonableness determinations, accurately and in a timely manner.
- Determines whether the participant family qualifies for a different unit/Voucher size than previously, issues new voucher for correct unit/Voucher size when appropriate.
- File all paperwork into the electronic filing system.
- Keep the electronic workflow notice board current.
- Investigate EIV Income Discrepancies and enter into HCV Repayment Agreements if necessary.
- Process RTA if HAP contract is changed with CKHA policy.
- Process annual searching monthly for program participants that have been issued vouchers.

Leasing

- Issue housing vouchers in accordance with CKHA policy, to participants for use within either CKHA's jurisdiction or through portability; provide program participant with moving and recertification packet.
- Review RTA (moving packet) and recertification packet for completeness; complete interview and recertification packet to determine if unit is affordable based on updated information and gross rent.
- Request all documents required with the RTA.
- Notify program participants of missing documents.
- Scan the RTA (moving packet) into the electronic filing system to start inspection workflow process.
- Process other change of units or initial move-ins by determining rent reasonableness, calculating utility allowances, and applying the 40% rent burden test; prepare HAP Contracts and change of payment notices for program participants and landlords.
- Explain CKHA's portability procedures to families porting out of the jurisdiction.
- Issue vouchers and forward required paperwork for portability to receiving housing authority (RHA).
- Process program participants when the RHA is billing; maintain port manager tool in software database to be current.
- Submit 52665s to initiating PHA within the timeline prescribed by the regulations.
- Send out W-9 and Direct Deposit information to new landlord; communicate landlord portal information.

Customer Service

- Negotiate landlord/tenant issues.
- Request special inspections as needed.

- May provide limited mediation services between landlord and program participants to avoid evictions or unnecessary displacement.
- Makes determination in accordance with the Administrative Plan when tenants request to add family members for reasons other than the birth, adoption or Court-awarded custody of children; conducts eligibility check for addition over 18 years of age if approved by the landlord to reside with participant.
- Investigate and document incidences of fraud or other program violations by participants and determine if assistance should be terminated.
- Collect monies from HCV Repayment Agreement program participants.
- Print monthly HCV Repayment Agreement report and send delinquent notices to program participants; begin termination process if necessary.
- Verify income for initial program participants with EIV report.

General

- Provide case management services to assigned caseload.
- Refer non-standard questions and unresolved complaints to Occupancy Supervisor. Participate in applicant orientations by interviewing families to determine eligibility.
- Correct all electronic 50058 records when errors occur.
- Assist in outreach to new owners; educate existing owners on program requirements; and develop and maintain a rapport with owners.
- Assigned work coverage for other Leased Housing Specialists and/or Clerk Specialist in their absence.
- Document information in the agency's computerized system and case records.
- Enthusiastically promotes the Chief Executive Officer (CEO)'s priorities for the operations of CKHA.
- Maintain the utmost confidentiality of all clientele information.
- Understand and follow directions.
- Keep work area neat and clean in appearance.
- Regular attendance and punctuality are required.
- Perform other duties as assigned.

WORKPLACE CONDUCT

CKHA's goal is to develop a friendly, confident work environment. A good working relationship between co-workers, supervisors, and management is an important element in the success of everyone's career. As a result, CKHA expects employees to be respectful of their co-workers, supervisors, managers, customers, clients, and vendors. Employees are expected to perform their work in a professional and accurate manner. The responsibility for ethical behavior rests with the individuals who work for the Housing Authority. CKHA's reputation is built upon the acts of each employee. As a result, we expect our employees to be:

- Accurate in their communications, never misrepresenting the facts or shading the truth.
- Honest in promising what can be delivered and dependable in following through on work commitments.
- Display a positive image at all times.

QUALIFICATIONS

Education/Knowledge/Licensure: Requires a high school diploma or equivalent. Minimum two (2) years of vocational training in secretarial science, office management, bookkeeping, accounting or equivalent. Requires a valid West Virginia driver's license.

Skills: Must be proficient in Microsoft Operating System as well as Microsoft Office applications (Microsoft Word and Excel). Excellent customer service skills. Working knowledge of interviewing techniques and verification of applications and interview information. Must be able to type and able to enter data. The capacity to perform simple mathematical calculations quickly and accurately is required. Requires strong skills in organization, concentration, time management, initiative, and attention to detail. Ability to work independently. Must be able to deal with frequent interruptions. Ability to deal effectively with people of diverse ages, economic and cultural backgrounds or possess the ability to successfully work with a variety of populations.

Experience: Minimum of three (3) years of work experience in housing, real estate, public agency, or a business office setting.

The knowledge, skills, and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills, and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Required Special Qualifications: Successfully complete an HCV Specialist certification training course within one year of employment (at the employer's expense and subject to funding availability).

WORKING CONDITIONS

Environmental Conditions: Work is generally performed within an office environment. Use of computer system and office equipment is mandatory to the performance of the job duties. Work is generally sedentary in nature, does require standing and walking. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.

Physical Demands: 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will spend long hours sitting, using office equipment, and computers. The employee is required to read, write, hear, and communicate fluently in English. The employee is occasionally required to stand; walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Hazards: Work involves frequent contact with angry, upset, or frustrated individuals.

**CKHA is an Equal Opportunity Employer
Drug Free Workplace**