

**POSITION DESCRIPTION**  
**HCV – Program Specialist**

<b>Title: Program Specialist #326</b>	<b>Exemption Status:</b> Non-Exempt	<b>Date Created:</b> June 2018	<b>Date Revised:</b>
<b>EEO Classification:</b>	<b>Grade: 05</b>	<b>Reports to:</b>	<b>NCCI</b>

<b>Position Summary</b>
Responsible processing move-in and landlord packets a book of clients for administration of the approximately 7,000 vouchers for Housing Choice Voucher program for St. Louis County.
<b>Primary Interactions</b>
Primary interactions will be with the Caseworkers, Clerical staff, Clients, landlords, and government employees.
<b>Supervisory, Budget Responsibilities</b>
No supervisory responsibilities
<b>Policy and Decision-Making Authority, Strategic Thinking</b>
This position participates in applying procedures of the organization.
<b>Access to Confidential Information</b>
This person will see confidential information therefore this person must be discrete.
<b>Governance and Compliance Responsibilities, Organizational Risk</b>
This position will be responsible for ensuring client and landlords information is in compliance with appropriate regulations. Knowledge of HCV regulations are critical.
<b>Essential Tasks and Responsibilities</b>
Uses best practices and meets compliance requirements in administration of housing program. Provides quality customer service to clients. Maintaining current information in HASLC and HUD databases. Follows up on client inquiries or complaints.
<b>Secondary Responsibilities</b>
<b>Education/Experience Requirements</b>
High school diploma, or equivalent experience in administration of rental properties and HUD compliance reporting. Associates degree preferred.
<b>Skills and Attributes Required for Success</b>
Demonstrated problem solving; adaptability, interpersonal and communication, both verbal and written, skills; ability to work with diverse internal and external customers. Have a solid understanding of certain sections of the Enterprise system database. Must be an intermediate user of Excel and Word. Must be knowledge about storing data on a network. Ability to work longer hours during busy seasons. Be efficient.
<b>Physical Demands</b>
Must be able to lift a 30lb box.
<b>Working Conditions</b>
This job includes desk duties, (primarily seated), and visits to sites and to public meetings.
<b>Environmental Factors</b>
(there are times of year where workload is extensive.)
<b>Disclaimer:</b> The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of responsibilities, duties and

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*The essential elements of the job are described in the position description; other tasks will be assigned as needed and appropriate.*

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skills required.

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Employee Signature and Date (optional)

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Manager Signature and Date

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HR Signature and Date

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CEO Signature and Date

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Selected sample of duties detail

- Data entry
- Prepare Landlord packets
- Review tenant and landlord packets for completeness
- Prepare mathematical calculations
- File client files
- Maintain electronic and paper filing systems
- Field inquires from landlords
- Type letters
- Navigates enterprise database
- Ordering of mobility client initial inspections to expedite the process
  
- Is knowledgeable of all responsibilities of Front Desk (see front desk responsibilities)
- Weekly Back up coverage for front desk (rotation)
- Weekly backup-Assist with breaks and lunches, closing of the front desk
- Answers general phone lines and back up operators calls
- General Knowledge of HASLC programs
- Inputs initial inspections within two business days
- Contacts Landlords for incomplete documentation to be emailed (incorrect tax id, etc)
- Forwards Lease Rescissions to Landlord per Caseworker request
- Returns Leases when necessary (did not meet 40 % rule, unable to determine contract rent, incomplete, etc)
- Sends “Missing Landlord Documentation” when required (Need OP, Proof of ownership, etc)
- Prepares briefing packets for caseworkers
- Notifies client of disapproval inspection
- Verifies proof of ownership through St Louis County and City
- Verifies census tract
- Maintains Filing for all 6700 HCV Clients
- Organizes Move outs, maintains files for three years then processes to shredding
- Purges files when necessary
- Stores move out files that owe debt, hold for collection
- Maintains expired vouchers for three years
- Processes Mail when Deleen is out of the office
  
- Files and maintains tenant files to ensure quick location.
- Files all tenant files at least every other day, or as needed.
- Ensures move-out and collection files are prepared properly for storage. Standard is 95-98%.
- Assists caseworkers with clerical needs to ensure operations run smoothly.
- Properly types and sends correspondence as needed with correct copies to owner, tenant and tenant file.
- Schedules and tracks appointments for hearings with proper notification to involved parties
- Requests necessary documents, if needed, for completion of file. Standard is 95- 98%.
- Ensures briefing packets are prepared, organized and tracked for walk-in days.
- Answers Section Eight phone calls in a professional manner, including identifying self to caller.
- Answers phone calls within 3 rings and transfers calls to proper party, or takes detailed messages if needed.

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- Responsible for taking and documenting pertinent program information.
- Ensures accurate program information is given to callers.
- Log in to ACD lines as needed to receive back-up operator and general Section 8 calls.
- Assists front desk with coverage, ensures schedules for breaks and lunch are met, assists with lobby coverage during heavy volume
- Maintains a professional manner with clients, landlords, vendors, agency employees and the general public.
- Observation of employee reveals a high degree of professionalism, cooperation, and consistent courtesy towards others.
- Follows instructions related to agency policies, rules and use of departmental forms
- Easily adapts to changes in the workplace, requirements, schedules and priorities
- Personal appearance is professional, has proper attire and grooming which is appropriate for the work environment
- Arrives on time ready to begin work.
- Requests scheduled leave with proper advance notice. (All scheduled leave must be approved by supervisor prior to taking leave)
- Keeps individual occurrences of unscheduled leave at a minimum
- Practices safe work habits and encourages others do the same.
- Inputs initial inspections within 2 business days and sends appropriate correspondence as needed with correct copies to owner, tenant, & tenant file.
- Ensures that schedule for breaks and lunch are met.
- Assists with lobby coverage during heavy volumes.
- Retrieve paperwork from drop box twice daily