

**NORTH CHARLESTON HOUSING AUTHORITY**  
**JOB TITLE: HCV CLIENT SPECIALIST**

**DEFINITION & PURPOSE:** This is responsible technical work involving the coordination implementation and monitoring of Housing Choice Voucher (HCV) tenant and landlord processes of the NCHA's HCV rental assistance program.

An employee in this class, calculates water, sewer, electric and gas utility allowances. Maintains and updates client records on rent payments, income levels, family composition and eligibility for continued occupancy and notifies clients/landlords of changes. An employee in this class acts as a liaison between tenant and landlord, and computes housing assistance payments and family rental rates.

Work is performed under the general supervision of the HCV Program Coordinator, who assures the incumbent is kept current with changes in HUD program guidelines and standards and who discusses program goals and objectives. Work is subject to review either in progress or upon completion for adherence to the administrative and regulated guidelines and for accuracy and thoroughness.

**CHARACTERISTIC FUNCTIONS & DUTIES:**

- *Maintain a professional image and attitude in keeping the mission, principles and values of the agency as well as residents' welfare.*
- *Performs complex mathematical computations, determines appropriate codes for recording various transactions or documents to determine tenants portion of rent.*
- *Acts as a liaison; negotiates rent amount between landlord and tenant.*
- *Prepares HAP contracts and executes HAP contract between the Authority and owner.*
- *Performs annual and interim changes from clients on income level and family composition to adjust rent in accordance with established procedures, including entering information into computer, etc.*
- *Performs home visits to accommodate handicapped and disabled individuals.*
- *Receives and/or reviews various records and reports including income verification, criminal checks, tenant complaints, vital records, HAP contracts, and birth verifications.*
- *Reviews various records and reports including income, data, monthly reports, tenant complaints, interims, re-certification letter, and termination letters.*
- *Prepares and or processes various records and reports including income, data, monthly reports, interims, contracts, HAP contracts, recertification letter, and termination letters.*
- *Refers to Code of Federal Regulations, Administrative Plan, income verification guideline/handbook, HUD Handbook, leases, 50058 Instruction, etc.*
- *Operates a variety of office equipment such as computer, calculator, telephone, printer, copy machine, fax machine.*
- *Uses general office supplies and computer software such as Emphasys, Section 8 programs, HUD website, Internet, Microsoft Word, etc.*
- *Interacts and communicates with various groups and individuals such as the Department Head, landlords, tenants, Social Service Agency, employers, utility companies, and the general public.*
- *Performs related duties as required.*

**WORKING CONDITIONS:**

- Must be physically able to operate a variety of automated office machines including computers, typewriters, copiers, calculators, etc.
- Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Must be able to climb a 3ft (minimum) ladder or step stool.
- Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.
- Requires a sighted individual (vision corrected to 20/20) for computer usage and significant English reading skills.
- Requires an individual with normal hearing (i.e., hearing corrected to normal ranges) for telephone contact with clients/landlords, as well as for taking and relaying messages.

#### **SKILL REQUIREMENTS:**

- Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.
- Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.
- Requires ability to read a variety of policy and procedure manuals, regulations, applications, etc.
- Requires the ability to prepare required reports, correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech.
- Requires the ability to speak with and before others with poise, voice control, and confidence.
- Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Requires the ability to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form.
- Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision.
- Knowledge of topics related to primary occupation.
- Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.
- Requires the ability to record and deliver information.
- Requires the ability to explain procedures, to follow verbal and written instructions.
- Must be able to communicate effectively and efficiently with persons of a variety of educational and cultural backgrounds.
- Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.
- Requires the ability to inspect items for proper length, width and shape, and visually read various information.
- Requires the ability to coordinate hands and eyes using office machinery.
- Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc.
- Must have minimal levels of eye/hand/foot coordination.
- Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.
- Requires the ability to deal with people beyond giving and receiving instructions.

- Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.
- Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

#### **QUALIFICATIONS FOR THIS POSITION:**

- Attainment of the knowledge equivalent of an Associates or Bachelor's degree preferred; and two years of practical work experience in a position involving significant public contact work; or any equivalent combination of training and/or experience.
- Must obtain certification as a Housing Choice Voucher Specialist and must pass all three areas, Occupancy, Eligibility and Rent Calculation, in no more than two attempts, within twelve (12) months of employment.
- Must possess valid driver's license.
- Must have and maintain a driving record acceptable to the Authority and its insurance carrier(s).
- Neat, clean and appropriate appearance.

### **PERFORMANCE INDICATORS**

#### **Knowledge of Job:**

- Has thorough knowledge of the methods, policies, and procedures of the Section 8 Department as they pertain to the performance of duties of the Client Specialist.
- Has considerable knowledge of the principles, practices, policies, programs, and methods of the Housing Authority as they pertain to the performance of duties of the position.
- Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position.
- Has knowledge of the principles and practices of public service and property management.
- Has excellent administrative, organizational, clerical, and interpersonal skills.
- Has knowledge of modern office practices and equipment.
- Has knowledge of proper English usage, vocabulary, punctuation, and spelling; has knowledge of basic mathematics.
- Is able to type accurately at a rate sufficient for the successful performance of assigned duties.
- Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities.
- Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence.
- Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision.
- Is able to use independent judgment in performing routine and non-routine tasks.
- Is able to plan, organize, and prioritize daily assignments and work activities.
- Is able to offer assistance to fellow employees as necessary.
- Is able to learn and utilize new skills and information to improve job performance and efficiency.
- Is able to effectively communicate with persons in confrontational situations.

- Has knowledge of the occupational hazards and safety precautions of the job.
- Is capable of working under stressful conditions as required.
- Has knowledge of how to react calmly and quickly in emergency situations.
- Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers.
- Personally demonstrates appropriate customer service skills.

**Quality of Work:**

- Maintains high standards of accuracy in exercising duties and responsibilities.
- Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility.
- Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:**

- Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:**

- Assumes responsibility for completing assigned work.
- Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures.
- Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:**

- Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness.
- Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:**

- Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities.
- Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:**

- Exercises analytical judgment in areas of responsibility.
- Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations.
- Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors.
- Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:**

- Accepts supervisory instruction and direction and strives to meet the goals and objectives of same.

- Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc.
- Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:**

- Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees.
- Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts.
- Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will.
- Emphasizes the importance of maintaining a positive image.

**Coordination of Work:**

- Plans and organizes daily work routine.
- Establishes priorities for the completion of work in accordance with sound time-management methodology.
- Avoids duplication of effort.
- Estimates expected time of completion of work elements and establishes a personal schedule accordingly.
- Attends required meetings, planning sessions and discussions on time.
- Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:**

- Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**NOTE:** This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.