

BROWARD COUNTY HOUSING AUTHORITY JOB DESCRIPTION

Intake Specialist

Department/Unit:	Assisted Housing	Pay Grade:	4
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Job Summary: Performs clerical support work by maintaining the Assisted Housing waitlist, determining eligibility, and providing participants with the tools necessary to locate and secure suitable housing.

Responsibilities:

1. Interviews applicants from the waiting list for the Assisted Housing Programs to determine eligibility by verifying all income, allowances and assets in compliance with federal regulations; notifies applicants of determination.
2. Conducts group and individual presentations/orientation of new applicants; prepares all necessary documentation prior to orientation for applicant review and signatures.
3. Reviews the Request for Tenancy Approval (RFTA) and initial rent survey forms for completeness and accuracy.
4. Prepares HAP contracts, payment forms and reviews landlord/tenant lease for accuracy and proper execution.
5. Processes HAP contracts and submits all necessary HUD forms and support documents as required.
6. Creates and maintains participants' files and transfers to other AH staff once the file is completed.
7. Fully and effectively complete the intake process for every person seeking services, ensuring that all forms are properly and completely filled, in accordance with established protocols, processes and procedures.
8. Assists other Assisted Housing staff with re-examinations and interim changes processes when needed.

The items listed above are intended to provide an overview of the essential functions of the job. This is not an exhaustive list of all functions and responsibilities that the position may be required to provide.

Job Location:	Central Office	Education:	High school diploma or GED.
Supervisory:	No	Years of Experience:	Minimum one (1) year of experience working in customer service or government services function. Experience in a housing authority helpful.
Employment Status:	Hourly, Full-Time	Employment Type:	Employee
Annual Pay Range:	\$27,877 - \$44,603	Reports To:	Team Lead/Wait List Coordinator
Number of Positions:	3	Cost Allocation:	100% Assisted Housing
EEO Code:	Administrative Support Worker	Licenses/Certifications:	Must obtain HCV Specialist Cert. within one (1) year of employment.

Competencies:

- Excellent customer service skills, interviewing skills, and the ability to connect with diverse personalities and backgrounds.
- Ability to be patient and flexible with people who may have trouble communicating or understanding.
- Ability to operate various office equipment including computer, fax machine, copier, scanner, and phone system.
- Basic to intermediate data entry skills.
- Basic mathematical skills which would usually be obtained through a high school education or equivalent.
- Ability to communicate effectively through verbal and in written means in e-mails, letters, reports, memos, and personal meetings.
- Basic skills in the use of personal computers and various software including Microsoft Office (Word, Excel, Outlook).

Physical Demands:	<ul style="list-style-type: none"> • Regular standing, walking, sitting; using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing; occasionally lifting and/or moving up to 25 pounds. • Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus; • The noise level in the work environment is usually quiet to moderate.
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Approval Date:	08/30/2016	Approved By:	Nivia Roldan, VP Assisted Housing
HR Last Update:	08/30/2016	Updated By:	Roy Lantz, Director VP HR/Risk Mgt.

My signature below indicates that I have received a copy of this Job Description, have reviewed the contents, understand the job requirements, and can perform the essential job functions with or without reasonable accommodations.

Employee Signature

____/____/____

Date