

BROWARD COUNTY HOUSING AUTHORITY JOB DESCRIPTION

Occupancy Specialist

Department/Unit:	Assisted Housing	Pay Grade:	5
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Job Summary: Conducts annual examinations and processes annual certifications of the participants of the Housing Choice Voucher (HCV) program. The process entails scheduling appointments, conducting interviews (via phone and in person), preparing re-examinations and "tenant moving" documents, preparing landlord packets for renewal forms, reviewing participant income through the Enterprise Verification System (EIV), operating and processing within the Elite software system, and updating all income and household changes/interim changes.

Responsibilities:

1. Interviews and processes eligible households for rental assistance and affordable housing programs. Processes the applications and information received from these families and determines eligibility for the Program.
2. Educates participants and owners regarding the Housing Choice Voucher Program to include responsibilities of BCHA, owner and participant, housing quality standards (HQS), and communicate all provisions of the HCV Program.
3. Verifies gross family income at annual reexamination and interim exams through the Enterprise Income Verification (EIV) System, employers, social service agencies, and all other references for re-certification of participants.
4. Prepares case records and reports to be incorporated in participant's file for each contract.
5. Reviews request for tenancy approval, owner/participant lease and prepare appropriate papers for inspection.
6. Prepares contracts and payment forms; assures that owner/participant leases are accurate and housing assistance payment contract is properly drawn up and executed.
7. Maintains participant files as required by HUD and SEMAP indicators.
8. Adjusts the participant rent and housing assistance payment in accordance with HUD regulations.
9. Suppresses all early termination housing assistance payments; generates clearance of suppression notice to Finance Department.
10. Notifies the Finance Department of overpayment to an owner.

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 a high-volume service environment with some experience in direct customer contact. Experience working in a housing authority helpful.
Employment Status:	Hourly, Full-Time	Employment Type:	Employee
Annual Pay Range:	\$30,665-\$49,064	Reports To:	Housing Choice Voucher Supervisor
Number of Positions:	22	Cost Allocation:	100% Assisted Housing
EEO Code:	Administrative Support Worker	Licenses/Certifications:	Valid Florida Driver's License, 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 operate various office equipment including fax machine, copier, 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. Bi-lingual (English/Spanish) communication skills helpful.
- 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:	08/31/2018	Approved By:	Assisted Housing Managers
Approval Date:	08/31/2018	Approved By:	Parnell Joyce, Chief Operating Officer
HR Last Update:	08/31/2018	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