

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Intake Specialist
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Department: Assisted Housing

Pay Grade: 5

FLSA Status: Non-Exempt

JOB SUMMARY

This position is responsible for performing clerical support work by maintaining the Assisted Housing waitlist, determining eligibility, and providing participants with the tools necessary to locate and secure suitable housing in accordance with requirements and standards determined by the U.S. Department of Housing and Urban Development (HUD) and BCHA.

ESSENTIAL JOB FUNCTIONS:

- 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 final determination.
- Conducts group and individual presentations/orientation of new applicants; prepares all necessary documentation prior to orientation for applicant review and signatures.
- Ensure information is entered correctly in the system; monitor expiration date of vouchers issued to program applicants and program participants transferring to BCHA.
- Reviews the Request for Tenancy Approval (RFTA) and initial rent survey forms for completeness and accuracy.
- Prepares HAP contracts, payment forms and reviews landlord/tenant lease for accuracy and proper execution.
- Processes HAP contracts and submits all necessary HUD forms and support documents as required.
- Creates and maintains participants' files and transfers to other AH staff once the file is completed.
- Completes 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.
- Assists other Assisted Housing staff with re-examinations and interim changes processes as needed.
- Responds to phone calls and emails accordingly. Provide resource information as needed.
- Processes changes to file when a change has been reported by head of household.
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

Associate's Degree, and one (1) year of related experience working in customer service or government services function. Experience in a housing authority helpful; or equivalent training, education, and/or experience.

LICENSES OR CERTIFICATIONS:

Must obtain HCV Specialist Certification within one (1) year of employment.

Knowledge, Skills and Abilities:

- Skills in customer service, interviewing, and the ability to connect with diverse personalities and backgrounds.
- Skills in the use of personal computers and various software including Microsoft Office (Word, Excel, Outlook).
- Skills in data entry.
- Skills in basic mathematics which would usually be obtained through a high school education or equivalent.
- 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.
- Ability to communicate effectively through verbal and in written means in e-mails, letters, reports, memos, and personal meetings.
- Ability to multi-task.

PHYSICAL DEMANDS:

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The work also involves 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. Work requires 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.

WORK ENVIRONMENT:

Work is typically performed in an office environment.

Broward County Housing Authority has the right to revise this position description at any time, and does not represent in any way a contract of employment.

 Employee Signature

 Date

 Supervisor (or HR) Signature

 Date