



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:	Occupancy Specialist
-------------------	-----------------------------

Department: Assisted Housing

Pay Grade: 5

FLSA Status: Non-Exempt

JOB SUMMARY

This position maintains a caseload of participants within the Housing Choice Voucher (HCV) program (or special program as assigned) and is responsible for conducting annual examinations and processing annual certifications of the participants for continued participation in the 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 and processing within the housing software system.

ESSENTIAL JOB FUNCTIONS:

- Interviews and processes annual recertifications, move, and interim certifications for program participants.
- Verifies gross family income using the Enterprise Income Verification (EIV) System, employers, social service agencies, and all other verification resources for re-certification of participants.
- 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.
- Conducts Voucher/Certificate Issuance appointments and processes new move documents in the housing software system to generate inspections.
- Reviews participants request and prepares files for review, i.e., program hardship policies, reasonable accommodation requests, and request for hearings, by a Supervisor. Case records and reports to be incorporated in participant’s file for each contract.
- Assures owner/participant leases are accurate and housing assistance payment contract is properly drawn up and executed in a timely and accurate manner
- Maintains participant files as required by HUD and BCHA Administrative Plan policies.
- Processes initial, annual and interim recertifications in addition to retroactive rent-calculations while conforming to HUD Housing regulations and guidelines, as well as Federal, State and City government regulations and guidelines.
- Adjusts the participant rent and housing assistance payment in accordance with

- HUD regulations.
- Places a hold on all early termination housing assistance payments; releases holds where appropriate.
- Notifies the Finance Department of overpayment to an owner, new ownership, and owner foreclosure.
- Responds to participants and landlord phone calls and emails.
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

High School diploma or equivalent, and one (1) year of related experience working in a high-volume service environment with some experience in direct customer contact. Experience working in a housing authority helpful; or equivalent training, education, and/or experience.

LICENSES OR CERTIFICATIONS:

Valid Florida Driver's License. Must obtain HCV Specialist Cert. 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.
- Ability to multi-task
- Skills in basic mathematics which would usually be obtained through a high school education or equivalent.
- Ability to operate various office equipment including fax machine, copier, and phone system.
- 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.

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