



HUD Certified Housing Counseling Agency

HOUSING CHOICE VOUCHER SECTION 8 INTAKE SPECIALIST

The Ocala Housing Authority is seeking a qualified person to join its team as a **Housing Choice Voucher Intake Specialist (aka Section 8)**. The HCV Intake Specialist will provide administrative support and general office functions for the HCV Program. The incumbent will perform necessary processing, maintaining, and updating of applicant and tenant files while upholding OHA policies and procedures. The Specialist will be responsible for assisting families with finding suitable housing, knowledge and application of the Florida Landlord and Tenant Act, working closely with landlords in the Section 8 Program, and will perform other clerical duties for the department.

MINIMUM QUALIFICATIONS: High school graduate or equivalent. One (1) year of office experience to include administrative and clerical duties. Must be motivated, organized and possess good written and oral communication skills.; and a VALID FLORIDA DRIVER'S LICENSE. **MUST** be motivated, organized, personable, can multitask, dependable, have the ability to establish effective working relationships with clients, other staff and the general public, and display professionalism. Candidate must be proficient with WORD and EXCEL and can navigate on the internet efficiently. The successful candidate should possess high integrity, exemplary work ethics, confidentiality, and good written and oral communication skills. **Bi-Lingual (Spanish) is a plus!**

If you meet these qualifications, please mail: cover letter, resume', application, and three (3) verifiable work references, to the attention of: Ms. Glenda Roberts, Human Resources Director, Ocala Housing Authority Administrative Office, 1629 NW 4th St, Ocala, FL 34475. You may also fax or email to 352-369-2648 or GRoberts@OcalaHousing.org. Applications and job description are available on the OHA's website at www.OcalaHousing.org. Salary: \$15.25 per hour / \$31,720 annually, plus EXCELLENT BENEFITS. Successful candidate must pass a criminal background check. THE POSITION WILL BE OPENED UNTIL FILLED.

"This opportunity is covered under Section 3 of the HUD Act of 1968"



Drug-Free Workplace



COME GROW WITH US!!



JOB DESCRIPTION

Housing Choice Voucher Section 8 Intake Specialist

FLSA Status:

Non-Exempt

Employment Status

Full-time

Nature of Work

The HCV Intake Specialist will provide administrative support and general office functions for the HCV Program. The incumbent will perform processing, maintaining, and updating of applicant and tenant files while upholding OHA policies and procedures.

Classification Standards

The single position to this class reports to the Voucher Programs Director

Essential Job Functions

- Schedules and conducts eligibility interviews, processes third party verification for family income, assets, and allowances and calculates total tenant payment.
- Download new applications for all housing programs daily and review discrepancies, and file maintenance in accordance with HUD regulations and OHA policy.
- Coordinates with Inspections HQS Scheduling/Inspector to schedule inspections.
- Maintains daily, weekly, and monthly statistics to illustrate status of assigned caseload or program activity.
- Creates and maintains files in accordance with OHA procedures for applicants, program participants, and owners. Files new paperwork regularly.
- Ability to interact with others (coworkers, supervisors, OHA officials and the general public) with courtesy, tact, and diplomacy to establish effective working relationships.
- Ability to work independently with little supervision to include managing time, and prioritizing which tasks require intervention by others and those that can be handled independently to ensure they are completed in an accurate and timely manner.
- Assembles briefing materials for Housing Choice Voucher families, and conduct briefings as needed with the program applicants and participants.
- Performs a variety of clerical tasks; maintain participant filing systems, including purging files for storage and destruction as needed.
- Develops a general knowledge of the OHA Administrative Plan, Public Housing Agency's laws, rules/regulations, policies, and procedures.

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- Responds to, resolves, or directs inquiries and complaints from clients or citizens.
- Interviews, process data and correspondence related to the issuance of a voucher.
- Send notification letters to applicants, landlords, and tenants.
- Makes referrals to the Family Self- Sufficiency (FSS) Program.
- Performs other related work as assigned.

Minimum Qualifications

High school graduate or equivalent. One (1) year of office experience to include administrative and clerical duties. Customer Service experience would be helpful. Must be motivated, organized and possess good written and oral communication skills.

Licenses/Certifications

Valid Florida Driver’s License required

Certification as a certified Housing Choice Voucher Specialist will be required within one-year of employment.

Staff is responsible for reporting any perceived and/or real conflict of interest to their immediate supervisor in writing by completing the OHA Conflict of Interest Disclosure Form. Upon completion and submittal, the immediate supervisor will then report to Executive Management Staff. The Chief Executive Officer will determine if the employee will be allowed to continue processing the client’s file, or if it will be assigned to another employee.

Employee Signature: _____ / *Date* _____

Human Resources Department: _____ / *Date* _____

Direct Supervisor: _____ / *Date* _____

Approved by:

_____ / *Date* _____

Chief Executive Officer Signature

This job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.



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