

Boulder Housing Partners
POSITION DESCRIPTION

DATE: 1-2021

POSITION TITLE: Housing Choice Voucher and Administrative Assistant Specialist I **PAY RANGE:** - BHP-2

DEPARTMENT: Housing Choice Voucher Program

STATUS: Non-Exempt

OVERALL JOB OBJECTIVE:

Under general supervision, three-quarters of this position will be to help maintain high occupancy levels for BHP's Housing Choice Voucher Program by qualifying applicants for eligibility, maintaining a case load of active participants, and processing all recertifications. A quarter of this position will be at BHP's main office, greeting customers and screening, referring and/or responding to telephone inquiries. This position also provides administrative support to other departments as requested.

KEY COMPETENCIES

- **Communication Skills** - Able to convey complex information, orally and in writing, in a professional, clear, and concise fashion using correct grammar and punctuation. Understands and practices the principles of effective listening. Strives to constantly improve communication skills.
- **Time Management** - Organizes time to assure attention to special projects and to day-to-day responsibilities.
- **Flexibility** - Adjusts to working in different situations and with people who have different work and communication styles.
- **Interpersonal Skills** - Commits to providing exemplary customer service and working effectively with a wide array of people.

DUTIES AND RESPONSIBILITIES:

1. Maintains high occupancy levels for the Housing Choice Program by performing daily operational tasks for a voucher case load consisting of approximately 200 tenant-based vouchers:
 - Conducts briefings for participants
 - Processes regularly scheduled recertifications
 - Performs complex calculation of sources of income, assets, deductions and FSS escrows/disbursements
 - Calculates rent and housing assistance payments and escrow deposits
 - Conducts inspections and supervises HQS inspector/5% quality control inspections
 - Submits 50058s to HUD's PIC system on time as per HUD timeframes and ensures acceptance into the PIC system of all records, corrects errors if needed
 - Initiates and documents repayment agreements
 - Maintains tickler files for recertifications and re-inspections
 - Performing daily computer data entry and correspondence with clients and landlords.
2. Works with local private landlords in securing and maintaining housing opportunities:
 - Conducting landlord outreach opportunities and activities
 - Executing HAP contracts with landlords
 - Ensuring correct, accurate and timely processing of HAP payments to landlords
 - Addressing complaints and issues brought by the landlord
 - Working with landlords to enforce program compliance

3. Provides excellent customer service by:

- Coordinating with partner agencies for participant selection and problem resolution
- Problem-solving with landlords and participants when issues arise
- Addressing issues and complaints from participants
- Working with reasonable accommodation issues under 504/ADA law
- Providing guidance and training to other team members as needed
- Working closely with other BHP departments

4. Primary Responsibilities as Administrative Assistant:

- Performs duties of primary receptionist at Welcome Center 10 hours/week. These duties include answering the phone, greeting the public, answering questions, and referring visitors to appropriate staff members and other departments.
- Responsible for explaining housing programs, assists applicants with housing applications and provides community resources as needed
- Sorts and distributes incoming department mail. Processes outgoing mail, including determining proper postage.

Other administrative support functions may include:

- Producing and distributing mass mailing of materials to applicants, participants and residents
- Translation (Spanish/English) assistance to staff for move-ins, meetings, letters, notices, etc.
- Translation and updating of forms, applications, flyers for front desk distribution.
- Data entry of program applications
- General filing, copying, faxing and scanning for department staff
- Helps to produce and distribute resident information flyers
- Works independently on assigned special projects
- Provides general administrative support

5. Performs related duties as required by management to meet the needs of BHP.

6. Regular, predictable attendance is an essential function of this position

7. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

CHAIN OF SUPERVISION:

(1) TITLE OF IMMEDIATE SUPERVISOR: Housing Choice Voucher Program Manager

(2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: N.A.

MACHINES AND EQUIPMENT USED IN WORK INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

Personal computer, telephone, vehicle, scanner, photocopy machine, facsimile machine, and calculator.

REQUIREMENTS:

High School diploma or equivalent. Demonstrated written and bilingual Spanish/English verbal communications skills. Ability to work independently and to assume responsibility for completion of complex workload without close supervision. Demonstrated time management and organizational skills. Demonstrated ability to perform detail-oriented work, including the ability to apply detailed guidelines to specific individual cases (as in determining eligibility for federal programs). Basic math skills. Ability to deal courteously and effectively with the public. Conflict resolution skills. Sensitivity to people who have special needs, such as the culturally diverse, persons living with a disability, elderly, or chronically mentally ill. Acceptable background information, including criminal history.

WORKING CONDITIONS:

Physical Demands: This position works in an office setting. In the office it is primarily sedentary physical work requiring the ability to lift a maximum of 20 pounds; occasional lifting, carrying, walking, bending over (to file) and standing; frequent hand/eye coordination and finger dexterity to operate personal computer and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and customers.

Work Environment: Works in clean, comfortable environment in the office.

Equipment Used: Frequently uses standard office equipment including personal computers, scanners, calculators, printers, shredder machine, electronic date stamp, telephones, fax and copy machines.

Boulder Housing Partners is committed to hiring employees who provide excellent customer service. Our employees communicate courteously and responsively with the public, volunteers, and co-workers, are sensitive to diversity issues, provide effective and efficient service to the public and co-workers and act with a high level of integrity, and take responsibility for their words and actions.