

# AURORA HOUSING AUTHORITY

**Job Title:** HCV Specialist

**FLSA Status:** Exempt

**Reports to:** Director, Housing Choice Voucher Program

**Department:**

**Position Summary:** The HCV Specialist provides supportive service to HCV clients in accordance with SEMAP indicators, regulatory compliance of the AHA and with HUD and daily operational processes.

**Essential Functions:**

- Schedule and interview applicants seeking HCV program assistance and explains and responds to questions regarding application
- Review applications, verify income and background, references and household composition to determine applicant eligibility and notifies applicants of either admission or declination
- Creates and maintains files for each applicant
- Sets up contract agreements, calculates rent, works with landlord to resolve issues and concerns
- Conducts re-certifications either annually or as required due to family status changes in accordance with HUD and AHA policy
- Responds to inquiries from applicants, clients and landlords
- Prepares monthly reports
- Understands principles of records and file management
- Knowledge of intermediate mathematical calculations
- Understands rules and regulations of the HCV Program
- General understanding of legal processes and their relationship to AHA policy and lease agreements
- Ability to read and understand legal jargon and documents such as HUD regulations and leases
- Perform other duties as assigned

**Success factors/job competencies:**

- Computer proficiency with Microsoft Office Suite products and a variety of other software applications
- Excellent interpersonal and communication skills
- Planning – ability to think ahead and plan over a one-to two-year time span
- Management – multitask and organize multiple priorities
- Technical skills in record retention protocols
- Commitment to company values

**Physical demands and work environment:** The physical demands and work environment characteristics described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Work environment: The noise level in the work environment is usually moderate.

**Qualifications Required:**

- High School Diploma and three years relevant housing/occupancy specialist, case management or related work in property management or public housing experience; or
- Must have an accredited HCV Certification (Specialist of Occupancy or HCV Specialist Certification) or the ability to obtain within 6 months of hire
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

Office use only:

Approval/revision date: \_\_\_\_\_ By: \_\_\_\_\_ Title: \_\_\_\_\_

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**Qualifications Preferred:**

- Associate's degree from an accredited college or university with a major in Finance, Information Technology, Urban Planning, Business/Public Administration or related field
- Must have an accredited HCV Certification (Specialist of Occupancy or HCV Specialist Certification) or the ability to obtain within 6 months of hire
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

**Performance standards:**

- Annual performance appraisal
- Attainment of annual goals established between supervisor and employee

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