

AURORA HOUSING AUTHORITY

Job Title: HCV Specialist

FLSA Status: Exempt

Reports to: Director, Housing Choice Voucher Program

Department:

Position Summary: The position duties include a wide range of activities related to determining and documenting applicant and/or participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher (HCV) operations using written administrative policies and procedures. The position requires full accountability for assigned cases including accurate and complete files, resolution of customer service cases, and responsiveness to participant and landlord inquiries.

Essential Functions and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Manage an assigned caseload of HCV participants
- Conduct annual recertifications within required time frames
- Complete interim recertifications as required
- Conduct participant briefings
- Process and monitor participant moves to a new dwelling
- Determine housing assistance payment and tenant rent calculation
- Educate participants on program requirements and family obligations
- Resolve concerns between owners, tenants and the Public Housing Authority (PHA)
- Process all transactions within the PHA's required business systems
- Maintain accurate and complete applicant/participant files
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Conduct all job functions in alignment with the PHA's Administrative Plan, HUD regulations and other state and local requirements
- Obtain certification in Housing Choice Voucher Specialist within 180 days of employment
- Ensure regular attendance and punctuality
- 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.

Office use only:

Approval/revision date: _____ By: _____ Title: _____

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Desired Qualifications:

- Associate's degree from an accredited college or university with a major in Finance, Information Technology, Urban Planning, Business/Public Administration or related field
- A minimum of four years of progressively responsible work experience for a public agency, or related work in the social service or community service field preferred. Four-year degree from a regionally accredited institution may substitute two years of experience
- 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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