



EMPLOYMENT OPPORTUNITY

Job Title: Housing Specialist – Housing Choice Voucher

Location Address: 8910 N. 78th Avenue
Peoria, AZ. 85345

Salary: Starting at \$21.87 per hour

Conditions of Employment: This is a full-time, non-exempt, and unclassified position

Closing Date: **Open Until Filled**

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Housing Specialist. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission

The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision

We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong and healthy family.

Representative summary of important and essential job functions

Summary: Under the general supervision of the Rental Assistance Programs Manager, performs a variety of responsible administrative and/or operational assignments for Housing Choice Voucher (HCV) applicants, participants, and landlords. Incumbents are expected to exercise independent judgment within guidelines and departmental policies and procedures. This position is responsible for providing service to the public and other individuals with business with HAMC consistent with policies on confidentiality.

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Answers complex questions from customers and the public that requires a broad knowledge base of rental assistance program policies and procedures and high level of problem solving skills. Ensures participants and landlords are being assisted professionally, courteously, tactfully, and in a timely fashion.
- Conducts initial, interim and annual (re)certifications, and verifies applicant/participant income, assets and expenses according to program guidelines and applicable regulations.
- Conducts program orientations for new program applicants, port-ins, landlords/owners.
- Interviews clients to verify eligibility and continued occupancy information; calculates tenant rent and Housing Assistance Payments in accordance with HUD and HAMC policy; prepares Housing Assistance Payment contracts and program occupancy documents; may negotiate contract rents and lease terms.
- Researches case files for overpayments, adjustments, errors and eligibility issues; verifies eligibility information as needed to resolve issues to HAMC standards.

- Processes requests for inspection, assures inspections are completed in a timely manner and that landlord information is current and accurate.
- Conducts rent reasonable tests for client properties following HUD and HAMC fair market rent policy and guidelines; collects relevant property comparison data as needed.
- Facilitates problem resolution with participants, landlords. Explains nature of HAMC programs, procedures and services to clients.
- Supports the relationship between HAMC and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and HAMC staff.
- Promotes the Executive Director's priorities for the operations of HAMC, and performs other duties as assigned.

Required Knowledge and Skills:

- Knowledge of HAMC organization, operations, policies and procedures.
- Knowledge of HUD housing program regulations and eligibility requirements
- Knowledge of the principles and practices of legal, ethical and professional rules of conduct.
- Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written communications prepared and reviewed are complete, concise, and error-free.
- Knowledge of principles of record keeping, case files and records management.
- Skill in working independently and as part of a team; reliable and strong interpersonal skills.
- Skill in interpreting and communicating (either verbal and written) rules, regulations, policies, and procedures.
- Skill in customer services principles and practices.
- Skill in planning, organizing, executing, and managing administrative tasks.
- Skill in assessing, reviewing, updating and maintaining files, reports and documentation.
- Skill in performing math calculations and data entry accurately and quickly.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in Microsoft Office applications including Word, Outlook, SharePoint as well as Internet Explorer.
- Ability to remain professional when dealing with internal and external stakeholders.
- Ability to work under pressure and adjust to a diverse working environment.
- Ability to be flexible in changes in priorities, assignments, and other interruptions which may impact preestablished timelines and courses of action for completing projects and assignments.

Education, Experience, Certifications and Licenses:

- High School diploma or GED and minimum three (3) years of professional administrative experience in an office environment. Direct experience in Housing Choice Voucher and/or CDBG, HOME or other low-income housing, affordable housing, rental assistance subsidies, or homeless services desired. Other combinations of education and experience may be considered in substitution for the minimum qualifications.
- Certifications in Housing Choice Voucher, Occupancy, Eligibility, and Rent Calculations required within one year of hire.

The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a background check for new employees.

Work Environment

Environmental Factors: Work is performed in an office environment.

Equipment and Tools Utilized: Standard equipment includes personal computer and standard office equipment.

Filing Process

As part of the job application process your completed [online](#) application must be completed to be considered for the position at www.maricopahousing.org. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application

and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Please contact the Human Resources at 602-744-4500 if you require assistance.