



## EMPLOYMENT OPPORTUNITY

<b>Job Title:</b>	Housing Specialist HCV
<b>Location Address:</b>	8910 N. 79 <sup>th</sup> Avenue Peoria, AZ. 85345
<b>Salary:</b>	Starting at \$21.87 per hour DOE
<b>Conditions of Employment:</b>	This is a full-time, non-exempt, and classified position
<b>Closing Date:</b>	<b>Open Until Filled</b>

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.

**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.
- Research 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.

## REPORTING STRUCTURE

- A. Supervision Received:** Reports to Rental Assistance Programs Manager
- B. Supervision Exercised:** N/A

### 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.
- Skills 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 pre-established 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 are required within one year of hire.

### Work Environment

- **Environmental Factors:** Indicate "Work is performed in an office environment" unless maintenance work is performed then list the following:
- Work is performed indoors in unsanitary conditions, and in outdoors environment with prolonged exposure to Arizona heat; the noise level in the work environment may be load. Some task involve some physical effort, for example, some standing and walking, required to lift and carry up to 50 pounds, and perform heavy physical work, including climbing, bending, kneeling and lifting in performing maintenance, repair and rehabilitation work projects; or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment'
- **Equipment and Tools Utilized:** Standard equipment includes personal computer and standard office equipment.

**The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a drug screen and 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](http://www.maricopahousing.org). If you need assistance completing your application, please contact Human Resources, [careers@maricopahousing.org](mailto: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.