



## Position Description

<b>Position Title:</b>	Contract Specialist (HCV)	<b>Department:</b>	HCV
<b>Reports to:</b>	HCV Transaction Team Leader	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to perform administrative and clerical tasks to ensure full occupancy by qualified tenants. The incumbent receives applications, verifies information, determines initial eligibility and continued eligibility, notifies applicants of the decision rendered, and assists with providing additional information to tenants and landlords.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Greets incoming tenants and potential clients and assists with the completion of all documentation necessary for the application process.
- Receives and responds to inquiries from applicants, tenants, landlords, and community organizations when appropriate.
- Receives and reviews applications from potential tenants; interviews applicants; investigates and verifies information received; and determines housing eligibility. Reviews applications for completeness and obtains documentation as required.
- Establishes and maintains filing system and clerical procedures for applications, certifications, and interims; verifies all data and changes reported by the HCVP participants; enters and retrieves data from the system, ensuring accuracy and completeness of information.
- Verifies accuracy of data obtained from tenants and applicants during initial application and annual interview; establishes eligibility of applicants and of tenants for continued occupancy; and updates information as required.
- Prepares tenants for continued eligibility through the completion of necessary documentation and recertification appointments.
- Calculates annual income, determines initial eligibility, and calculates tenant rents and total payments in accordance with related regulations; determines income allowances and deductions; and provides tenants with relevant documentation.
- Coordinates with landlords to obtain and/or provide documents including leases, HAP contracts, and affordability notifications.
- Accepts requests for tenancy approval and conducts rent reasonableness and affordability determinations. Documents process in housing program as required.
- Negotiates rent with landlords, reviews proposed lease agreements and approves tenancy.
- Conducts data entry, entering all tenant move-ins, changes, mandatory moves, and port-ins into the appropriate system.
- Interviews tenants on an annual basis and makes interim rent determinations as requested. Calculates retroactive rent increases or credits where applicable; ensures rent charges are accurate; forwards necessary documents to tenant and landlord.



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- Schedules and notifies tenants of weekly briefings. Conducts briefings for new admissions, mandatory moves, and port-ins.
- Prepares and issues mailings and documents related to HCV transactions, including HUD 50058 forms, HAP contracts, notices of tenant rent, voucher expiration reminder letters, and missing document letters.
- Processes voucher extensions and denials in accordance with applicable procedures.
- Updates supervisor regarding activities and tasks on a weekly basis.
- Performs other related duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of HCVP regulations.



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- Knowledge of the proper CH procedures for collecting, processing, and recording HCVP transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the HUD and CH program requirements to potential participants.
- Skill in customer service and tenant relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

### **Education and/or Experience**

High School Diploma or GED and a minimum of two (2) years of experience in property management, assisted housing, or a Housing Choice Voucher Program. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

The physical demands described here are representative of those that 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

### **Read and Acknowledged**



**Position Description**

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**Employee Signature**

**Date**

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**Employee Name [printed]**