

PROGRAM SPECIALIST I

The *Program Specialist I* is responsible for the determination and certification of eligibility for the Housing Choice Voucher Program of applicants or participants in accordance with HUD regulations and program policies and procedures, and to perform other on-going occupancy functions. This position requires the ability to perform all of the steps required to admit, re-certify, transfer, or terminate assistance or contract; as well as to assist clients and landlords with program requirements as appropriate.

QUALIFICATIONS:

Bachelor's Degree or High School Diploma with applicable experience preferred. High School diploma or GED is required. Experience working in a high volume, face to face interaction, including counseling, with a diverse population is desirable. Case management experience preferred. Certification in HCV Program proficiency required after successful completion of probation period.

REQUIRED KNOWLEDGE:

On the job training is provided so a general ability to understand the Housing Choice Voucher Program requirements, policies and procedures is required. Knowledge of HCV program and Yardi processing for HCV program preferred. Proficient in Microsoft Office products.

DUTIES AND RESPONSIBILITIES:

- Maintain current familiarity with the Housing Choice Voucher Program Administrative Plan, HUD regulations, and DHA policies and procedures.
- Interview applicants / participants collect required documentation and third-party verification, and determine and certify initial, interim, or annual on-going eligibility for the Housing Choice Voucher Program in accordance with HUD regulations and DHA policy and procedures.
- Calculate tenant and property owners' share of rent and provide written notification to both parties.
- Prepare and issue vouchers for new admissions and transfers and provide applicants / participants with appropriate and required information individually or by conducting briefings.
- After Leasing staff has ensured unit compliance with Housing Quality Standards, rent reasonableness and completion of the HAP contracting process, review for accuracy and completeness.
- Enter all required data into the appropriate systems.

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- Enforce Program and Family Obligations and HAP Contract by recommending termination of assistance or the HAP contract when appropriate and taking appropriate action in accordance with established policies and procedures.
- Maintain current familiarity with all special programs and initiatives and refer applicants and participants to these programs and services as appropriate.
- Resolve and respond to applicant, participant, landlord, and other inquiries and complaints as appropriate and as instructed, and in accordance with established customer service policy. Monitor all activities and prepare and submit reports as required; review and correct documentation (electronic and/or written) as instructed.

SKILLS AND ABILITIES:

- Good organizational and time management skills required.
- Ability to multitask with accuracy so that both quality and quantity are maintained.
- Good follow-up and follow-through skills, with a sense of urgency.
- Good critical thinking and problem-solving skills required to accurately assess an issue, determine proper action required to thoroughly resolve the issue or create a work-around solution if necessary, to resolve the issue in a timely manner.
- Good communication skills, which includes the ability to adjust communication style based on audience (individual or group) (internal or external customers). Includes active listening skills, ability to give clear, concise, and thorough explanations of rules and regulations of the program to participants and property owners.
- Must communicate in a manner that shows genuine sensitivity and empathy to the needs and feelings of others (internal customers, other vendors, team members, and co-workers) and external customers (participants and property owners).
- Ability to accurately perform mathematical calculations to determine applicant & participant income, among other calculations required.
- Must be detailed-oriented, with ability to effectively write clear and concise letters, maintain documentation and complete required forms.
- Must have excellent customer services skills which includes providing timely updates to customers, setting realistic expectations, keeping promised commitments and willingness to take personal responsibility for issue resolution.
- Must be self-motivated and adaptable to changing priorities in a high-volume, deadline driven environment.

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- Must be team-oriented, which includes assisting others as needed, as well as contributing positively by exemplifying good work habits and offering positive suggestions that promote team harmony and contributes to a positive team dynamic.
- Must be computer literate in Microsoft Word and Excel to generate reports as required.
- Accurate data entry skills required.

ESSENTIAL FUNCTIONS:

Psychological Considerations

1. The Program Specialist I may feel added pressure due to the caseloads, call volume, etc.
2. The Program Specialist I must be able to handle questions, complaints and concerns from clients and landlords who may be angry, frustrated, or hostile in a calm and professional manner that provides excellent customer service.
3. The Program Specialist I must be able to work with co-workers, adapting to a variety of personality types and work styles.

Physiological Considerations

1. The Program Specialist I must be able to spend a significant amount of his/her working hours answering the telephone.

Environmental Considerations

1. The Program Specialist I will perform virtually all responsibilities indoors. Lighting, temperature, and noise level are conditions that may affect how the Receptionist performs his/her responsibilities.

Cognitive Considerations

1. The Program Specialist I must be able to follow direction given by the Program Manager and complete responsibilities as described.
2. The Program Specialist I must be capable of prioritizing his/her responsibilities.

POSITION DESCRIPTION

DUPAGE HOUSING AUTHORITY

Job Title: Program Specialist I

Revised: February 12, 2021

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The duties listed above are not set forth for the purposes of limiting the assignment or work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

I acknowledge receipt of this job description and have reviewed this document with my supervisor.

Employee Signature

Date

Supervisors Signature

Date