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Self-Empowerment.*

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[www.DuPageHousing.org](http://www.DuPageHousing.org)

## **Program Specialist I**

DuPage Housing Authority  
Wheaton, IL  
[careers@dupagehousing.org](mailto:careers@dupagehousing.org)  
Full-time  
FLSA: Nonexempt

### **Position Summary:**

This position includes 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.

### **Supervision Received and Exercised:**

Operates under the direct general supervision of a supervisor; the Program Specialist exercises no supervision over other employees.

### **Essential Duties and Responsibilities:**

- Manage an assigned caseload of HCV participants
- Conduct annual recertification 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 Rent Calculations with passing score of 80% or more required within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

### **Required Skills and Abilities:**

- Ability to maintain confidentiality of all DHA/KHA financial activities
- Accurate and strong attention to details

- Excellent organizational and time management skills required
- Ability to multitask various assignments with analysis
- Proficient with Microsoft Suite (Word, Excel, Yardi, PowerPoint)
- Ensures the accurate and timely input of all data required to comply with HUD or agency data systems including EIV, PIC, WASS, YARDI, or other computer systems
- Excellent communication skills, which include 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 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 self-motivated and adaptable to changing priorities in a high-volume, deadline driven

#### **Education and Experience:**

- This position requires a high school diploma. A minimum two-year college degree, or Bachelor's degree in Public Administration, Sociology, or related field preferred
- One year of related social service experience, preferably with a Section 8 housing program preferred

#### **Physical Requirements:**

- Prolonged periods of computer work and sitting
- Must be able to lift to 15 pounds

Pay Range:  
\$25.65 - \$28.21

Benefits:  
Medical, Dental, Vision, Life Insurance, 401(a) & 457(b) Retirement Plans

DuPage Housing Authority is an Equal opportunity Employer (EOE).