

FLORENCE HOUSING AUTHORITY

JOB DESCRIPTION

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| POSITION TITLE: | HCV Receptionist | REPORTS TO: | Assistant Executive Director |
| DEPARTMENT/DIVISION: | Housing Choice Voucher (HCV) | FLSA STATUS: | Non-Exempt |
| DATE: | March 16, 2023 | EMPLOYMENT STATUS: | Full-Time |

Position Summary

The employee is responsible for greeting clients via telephone or in person and provides administrative support to the department and staff. The employee performs general office work and various administrative support functions.

Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Answers telephone and responds courteously to calls, written requests, and e-mails to answer questions and provide information and assistance within area of expertise regarding program or refers calls to other employees or departments as appropriate.
2. Serves a front office receptionist and assists all applicants, tenants, landlords, vendors and community.
3. Receives and reviews applications for HCV program.
4. Explains program and eligibility requirements. Addresses applicant concerns regarding program, application processing, waiting list placement, and explains decisions if application denied.
5. Assists applicants in completion of forms and identification of required documents.
6. Reviews applications and documentation for completeness.
7. Prepares and sends written requests for income verification. Obtains, verifies, and calculates all sources of income and resources to determine financial eligibility of applicants.
8. Based upon a review of all information assembled, identifies factors that indicate a particular type of residential complex or unit may be required to meet specialized individual needs.
9. May conduct rent calculations and determines increases and decreases at reexaminations and verifies income to evaluate participant's proper rent payment level.
10. Assists in coordination of the orientation program for landlords and residents
11. Explains HCV rental agreements, payments, housing quality standards, and other program rules, regulation and requirements to prospective tenants and landlords; resolves any issues or concerns on program requirements and utility allowances.
12. Accurately enters waiting list application information into appropriate system, keeping information up-to-date, and ensuring correct coding.
13. Periodically reviews applicant files and updates information on prospective tenants.
14. Conducts interims in accordance with HUD and Agency policies and procedures. Requests bank, TANF, food stamps, employment, school/college, childcare verifications from appropriate agencies to complete certifications.

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15. Assists with conducting background and sex offender information checks of tenants to be recertified and verifies receipt of information from agencies or other sources as required and submits packet for processing with a third-party contractor.
16. Collects tenant payments on debts owed, records on tracking system, and mails receipts as needed.
17. Maintains lobby area in a neat, presentable, and orderly style.
18. Provides information about the establishment, such as location, department or offices, staff within the organization, or services provided; listens, hears, and resolves customer and public complaints and observes and reports any unusual activity in the front lobby.
19. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.
20. Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

Education and Experience

High school diploma or possession of a certificate of equivalence for High School Achievement (G.E.D.) and three (3) years of relevant experience or an equivalent combination of education and experience sufficient to fulfill essential position functions.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- HCV Rent Calculation
- Fair Housing
- Enterprise Income Verification System (EIV)

Knowledge and Skills

1. Working knowledge of applicable federal, state, and local laws, rules, and regulations and Agency policies and procedures pertaining to the HCV Program, including fair housing laws.
2. Knowledge of the guidelines, rules regulations governing the HCV programs of the Agency and understand the Administrative Plan.
3. Knowledge of eligibility regulations and of rent calculations and payment schedules.
4. Thorough knowledge of interviewing techniques and record maintenance.
5. Ability to meet and deal tactfully and courteously with the public.
6. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
7. Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner.
8. Ability to operate the Agency's computer system and applicable software.
9. Knowledge of mathematics sufficient to perform calculation required for rent adjustments.
10. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

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11. Ability to use basic office equipment such as telephone, fax, copier, and computer.
12. Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Agency policies and procedures.
13. Ability to establish and maintain an effective working relationship with tenants, landlords/owners, and other employees.
14. Ability to deal effectively with situations requiring tact and diplomacy.
15. Ability to deal effectively with sensitive and confidential information.
16. Ability to prepare clear and concise narrative and statistical reports in a timely manner.

Supervision Controls

The employee receives assignments and instructions from the Assistant Executive Director. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures. The employee has no supervisory responsibilities.

Guidelines

HCV Receptionist performs routine duties by following established HUD and Agency policies and procedures. These guidelines cover most job-related situations, and the employee may use independent judgment in making decisions within established parameters and area of expertise. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

Complexity

The employee performs a variety of related, routine, and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

Scope and Effect

The employee's contacts are primarily with other employees, owners/landlords, and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or direct others; and justify, defend, negotiate, or resolve matters and issues concerning HCV occupancy issues. At times, persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

Personal Contacts

Most of the employee's contacts are with Agency employees, tenants, and landlords. The purpose of the contacts is to give or exchange information, provide services, make decisions, negotiate, and resolve problems. Most contacts are structured or confidential in nature and the employee is expected to use normal tact and courtesy. At times, contacts may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

Physical Requirements

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.

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1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of work-related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to establish and maintain effective working relationships with co-workers and clients and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Medicinal and Recreational Marijuana

Marijuana is a Schedule I controlled substance and is illegal under federal law. The Agency observes the common rule of the **Federal Marijuana Law of the Controlled Substances Act** (CSA) (21 U.S.C. § 811), which does not recognize the difference between medical and recreational use of marijuana and has established the required Drug Free Workplace Policy. Employees are **NOT** permitted to use or possess **any form** of marijuana for medical or recreational purposes. Any applicant for employment who tests positive for marijuana during a pre-employment drug screening shall be ineligible for employment with the Agency. Any applicant for employment who advises the Agency that he/she uses **any form** of marijuana will be ineligible for employment. The Agency is unable to grant a request for a reasonable accommodation to use marijuana under any circumstance.

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.

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. Must pass employment drug screening and criminal background check.
3. Must work with the highest degree of confidentiality.

Read and acknowledge

The Florence Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

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Employment with the Florence Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

READ AND ACKNOWLEDGED

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| EMPLOYEE NAME: (printed) | |
| EMPLOYEE SIGNATURE | DATE |
| AUTHORIZED AGENCY REPRESENTATIVE SIGNATURE | DATE |