



# HOUSING AUTHORITY

## OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive - Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

### JOB DESCRIPTION

**JOB TITLE: HOUSING CHOICE VOUCHER PROGRAM ASSISTANT**

**TYPE: NON-EXEMPT**

**DEPARTMENT: HOUSING**

**SUPERVISOR: HOUSING CHOICE VOUCHER PROGRAM MANAGER**

### **JOB SUMMARY:**

This position provides for the proper application and management of the U.S. Department of Housing and Urban Development's (HUD) Housing Choice Voucher (HCV) program, with day-to-day operation of the Key West and Monroe County Housing Authorities' HCV programs. In addition to compliance with all federal program regulations and guidance, as well as all state and local laws and agency policies as set forth in the programs' respective administrative plans, this position requires the exercise of good judgement, sensitivity to owner/client issues and public relations. The Housing Choice Voucher Program Manager or his/her designee provides coordination and supervision of day-to-day duties and responsibilities for this position.

### **JOB RESPONSIBILITIES:**

- Assist in the Housing Choice Voucher issuance and initial program admission process in accordance with program requirements and agency policies.
- Route new applications and schedule briefing appointments for applicant families.
- Collect Request for Tenancy Approval documentation, route completed requests to HCV Program Manager & Specialist.
- Assist with scheduling initial Housing Quality Standards (HQS) inspections as needed.
- Assist the HCV Program Manager & Specialists with the move in process, mailing of Rent Adjustment Notices (RAN) and coordinates with owner for timely HAP Contract execution.
- Accept requests for incoming portability, route completed information to HCVP Manager for approval prior to entering IP families into agency software.
- Act as single point of contact for all portability related issues for both incoming and outgoing portable families.
- Assist in the completion of annual activities required for the continuing operation of the HCV Program.



- Distribute annual re-exam packets to families, schedule in-person and telephonic appointments for recertification when directed by the HCV Program Manager or upon request by the assisted family.
- Run criminal history checks and generate EIV Income Summary reports and Income Validation Tool checks for recertification.
- Assist with the re-exam packets, review for completion and route-completed packets to HCV Program Manager for finalization of the recertification.
- Facilitate the scheduling of biennial HQS inspections, ensure proper file documentation of such inspections.
- Field incoming phone calls for HCV program & Specialists and address basic programmatic issues.
- Route higher-level concerns to HCV Program Manager.
- Maintain tenant files.
- Maintain calendar for HCV Program Manager & Specialists.

#### **REQUIRED EDUCATION AND EXPERIENCE:**

- Completion of High School diploma, or GED, is the minimum educational requirement.
- Experience in general office procedures, public service agencies, or related areas is preferred.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Basic understanding of the general program requirements, policies, and procedures involved in the administration of the HCV program;
- Ability to exercise good judgment, work cooperatively with HCV Program Manager and other department heads, interact with owners, clients and the general public in a professional manner;
- Ability to exercise discretion in dealing with sensitive information;
- Strong organizational and time-management skills;
- Ability to take direction, to work with and without direct supervision, and to take responsibility for job performance;
- Proficiency in working with all office-related software systems and ability to master use of agency-specific software.

#### **COMPETENCIES:**

- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation

skills; participates in meetings.

- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

**PHYSICAL DEMANDS:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift and/or move up to 25 pounds at a time.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The requirements for this position are indicative of the mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted wherever possible.

Employment is subject to a probationary period of 12 months.

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Signature

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Date

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Witness

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Date