

JOB CATEGORY: Client Service Specialist
Job Description: Section 8 Specialist
FLSA STATUS: Non-Exempt
CLASS: 500
FLSA Category: Administrative

PROGRAM DESCRIPTION

The Section 8 Housing Choice Voucher (HCV) Program provides affordable housing, self-sufficiency guidance, and homeownership opportunities to low-income families in Fannin and Grayson Counties.

SUMMARY OF POSITION

The Client Services Specialist provides comprehensive assessment, planning, and coordination of the delivery of services to eligible individuals. Exercises discretion and independent judgment in the performance of duties with respect to matters of significance.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Program Manager
2. Directs: May direct other staff and/or interns and volunteers
3. Other: Collaborate with COG staff; federal, state, and local agencies and officials; COG Governing Body; Executive Director; and the general public.

DUTIES AND RESPONSIBILITIES

The essential duties of this position include but are not limited to the following performance measures:

1. Must be able to interpret federal, state and local regulations and implement management policies and operating practices as they relate to specific program assignments.
2. Must be able to interview applicants to gather information and determine eligibility or appropriateness of available services;
3. Must be able to develop a comprehensive service plan for eligible clients and commit financial and other resources to ensure service delivery;
4. Must monitor the delivery of services to eligible clients;
5. Must evaluate client status and update files as appropriate;
6. Must be able to establish and maintain a working relationship with service providers;
7. Must provide program awareness through community outreach;
8. Must maintain records and data essential to the operation of the program in accordance with acceptable standards;
9. Must participate in short and long range strategic planning;
10. Must be able to handle complaints, arbitrate disputes and resolve grievances with client and service providers;
11. Must attend training, meetings and conferences related to program goals as determined necessary by supervisor;
1. May maintain Grayson and Fannin County Section 8 waiting lists, publish Public Notice to open application process and perform outreach to community.
2. May process applications, determine eligibility, and notify ineligible clients.

3. May maintain client files on waiting list and conduct voucher briefing sessions to fill opening in program.
4. May process initial Request for Tenancy Approval (RFTA) calculating for unit eligibility.
5. May process client file for new unit, obtain lease, issue contract and payment.
6. May maintain program brochures, forms, letter templates and information packets with current information to ensure program compliance.
7. May process monthly Housing Assistance Payments and complete data entry.
8. May maintain HUD-EIV violators and debts owed listings.
9. May maintain HAP database and ensure contracts are issued and tracked.
10. May maintain landlord files and coordinate with Finance department to process appropriate documents for payment.
11. May perform annual certifications, interim changes, relocation paperwork and process verification.
12. May maintain archived files for the Section 8 Program.
13. May maintain client repayment agreements and process payments
14. May maintain office supplies inventory, order, track, and monitor office needs.
15. May monitor discrepancies in payments to landlords and re-issue when appropriate.

Other Important Duties and Responsibilities: Perform other duties and responsibilities as required or assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have knowledge of federal and state rules and regulations related to assigned programs; sound budgetary practices; and client interview techniques.

Must be able to understand, apply and communicate rules, regulations and guidelines prepared by state and federal agencies relating to assigned programs; establish and maintain effective working relationships with supervisors, co-workers, program participants, service providers, and the general public; demonstrate proficiency in both written and oral communication; exhibit excellent computer skills including Word and Excel in a Microsoft Windows environment; analyze and interpret data; and identify problems and provide solutions.

Must be able to demonstrate a high level of professionalism and maintain a positive attitude.

Must have capacity to work in a multi-task work environment, either independently or as part of a team.

EXPERIENCE AND TRAINING

Bachelor's degree in business, public administration, social sciences, psychology, sociology, social work or a related field to the applicable program, plus at least one year relevant experience is preferred. Equivalent combination of experience and training which provides the required knowledge, skills and abilities for the position may be considered in lieu of degree.

CERTIFICATES AND LICENSES REQUIRED

Appropriate driver's license or available alternate means of transportation.

WAGE

\$18.52 per hour (40 hours a week, non-exempt)