

POSITION DESCRIPTION

POSITION TITLE: **Housing Intake Specialist**
DEPARTMENT: City Manager
DIVISION: Housing
FLSA: Non-Exempt
RETIREMENT: KPERs
DATE: March 15, 2023

GENERAL PURPOSE:

This position provides technical, administrative, reception, clerical and secretarial support for the Leavenworth Housing Authority. Public relations and interpersonal skills are prerequisites for success.

SUPERVISION RECEIVED:

Work is supervised by the Section 8 Coordinator with oversight by the Planning and Community Development Director.

SUPERVISION EXERCISED:

Although the position does not have oversight responsibility for personnel, the Housing Intake Specialist has programmatic responsibility to assure compliance with public housing policy and requirements established by the US Department of Housing & Urban Development through contracts for housing assistance. The specialist also has responsibility for management of work orders, waiting list, grievances and rent collection.

REQUIRED DUTIES AND RESPONSIBILITIES:

- Responsible for centralized office communications, provides first point of contact for persons seeking information about Planters II and the Housing Choice Voucher (HCV) program (Section 8). Responds to requests for information from the public, applicants, tenants and participants in the two (2) primary housing programs: Housing Choice Voucher program and Planters II, the City's 105 unit elderly and disabled high rise apartment building. Responses must be accurate and direct. The incumbent shall possess excellent verbal and written English skills to assure clarity in communication.
- Maintains and updates application, lease-up, certification and recertification processes. Collects the rent from Planters II residents. Prepares and follows through on tenant requested work orders. Insures immediate response to emergency or life-threatening work orders.
- Initializes and finalizes all entries into central data system for the HCV program. Assists with briefings for families entering the HCV program. Schedules, conducts and completes initial certification process in compliance with federal regulations.
- Demonstrates full knowledge of computer, data and word processing equipment, copying equipment, calculator, phones, TDD, postage and other office equipment and machines. Enters appropriate information into PIC, REAC, LOCS, TENMAST and other Federal data collection systems.
- Types a variety of documents, forms, reports and correspondence. Performs mathematical calculations for initial annual and interim recertifications.
- Establishes checklists based on federal compliance regulations to assure complete file maintenance.
- Provides other administrative assistance to help complete report generation and transmission by and between the City, Lindsey & Co. (fee accountant), and HUD for Planters II.
- Provides support for tenant association meetings and social events including ordering food and sundries or making other arrangements to assure successful events.
- Checks security equipment for operation, calls for maintenance as needed. Also reviews security tapes when unlawful incidents have occurred or complaints are filed by residents/others associated with Planters II.

- Plans, coordinates and organizes various activities, programs and events with the resident association. Attends resident meetings and advises executive committee regarding assistance from the housing office.
- Performs other administrative and clerical duties as assigned.

PERIPHERAL DUTIES:

- Provides a variety of miscellaneous duties in the absence of the Section 8 coordinator, Planters II manager and maintenance mechanic.
- Serves as a division representative on various employee committees, if assigned.
- Assists with vendor accommodation, set up and tear down of equipment used for tenant programs.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- (A) Working knowledge of computer software, office equipment and electronic data processing in a Windows-based environment such as Microsoft Word, Excel and Access; Working knowledge of modern office practices and procedures, mathematics, effective public relations and public processes; Working knowledge of paper and electronic file systems and the support such systems provide to the administrative staff.
- (B) Skill in operation of listed tools and equipment; Skill in typing, filing, report writing, reading, communicating and public relations.
- (C) Ability to comprehend and adhere to mandatory report and file directives; Ability to relate to the general public and to low income, disabled and elderly clientele; Ability to organize both work and file loads; Ability to tactfully resolve conflicts; Ability to initiate action, especially in emergencies or life threatening situations; Ability to work independently with minimal supervision; Ability to respond to workload amidst constant interruptions. Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public; Ability to communicate effectively verbally and in writing; Ability to deal with public relations efforts that may be confrontational; Ability to read, write and speak fluent English.

MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping.
- (B) Two (2) years experience in a business or office setting, with constant public contact, performing a broad range of general office and/or clerical/administrative duties.
- (E) Proper and accurate knowledge of business English, spelling and business math.
- (F) Must be able to type 30 WPM. Typing test is administered at the Leavenworth Workforce Partnership Center.
- (G) Possess a valid driver's license at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.

DESIRABLE QUALIFICATIONS:

- (A) Vocational/Secretarial school or associate's degree in business, public agency management or related.
- (B) Prior experience with federal housing assistance programs, file and data/word processing systems.
- (C) Typing speed of 50 wpm or greater.
- (D) Housing Specialist Certificate.

TOOLS AND EQUIPMENT USED:

Personal Computer including word processing, spreadsheet and data base software; 10-key calculator; copy machine; fax machine; printer; scanner; multi-line telephone system.

PHYSICAL DEMANDS:

The physical demands described hereafter 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 them.

While performing the duties of this job, the employee is frequently required to sit, walk, talk or hear. The employee is occasionally required to stand; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to use ladders for higher objects and have enough mechanical aptitude and balance to change a light bulb or copier toner and related light duties.

The employee must frequently lift and/or move up to 10 pounds, and must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The following work environment is representative of the employee's station during the conduct of almost all of the functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The employee will work in a protected office setting with pass through windows for public access and an electronic door strike for public entry into the office area. The employee will occasionally work in outside weather conditions to respond to complaints or concerns regarding the Planters II premises. The employee is expected to respond to tenant concerns within the building by visiting the site of concern and the employee will accompany other housing officials to provide third party verification of concerns within individual tenant units.

The noise level in the work environment is generally moderately quiet, office noise seldom exceeds 65 decibels; can occasionally become noisy.

SELECTION GUIDELINES:

Formal application and review of qualifications, education and experiences; testing which may include: written and/or practical examination, oral interview or other job-related tests; final selection; reference check; background investigation; and post-offer medical examination to include a drug screen.

The duties listed above are intended only as illustrations of the various types of work that must be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL AUTHORITY:

Department Head

Date

HR Director

Date