

The Housing Authority of the City of Hartford is seeking a Full Time HCV Occupancy Specialist. The position is Full Time with benefits. Please forward your resume to hachrecruiting@hartfordhousing.org

ESSENTIAL JOB FUNCTIONS: Include the following, other duties may be assigned

- Receives oral or written instructions from Supervisor.
- Manages an assigned caseload of applicants/residents for initial and continued occupancy basis.
- Plans and organizes work according to standard or established procedures.
- Establishes priorities within work assignments.
- Employs independent judgment and initiative.
- Performs complicated mathematical exercises, involving problem solving.
- Enters and retrieves information concerning applicants and tenants using a personal computer.
- Answers telephone inquiries and provides information as necessary.
- Observes strict confidentiality in maintaining restricted files and records.
- Performs Annual and Interim Recertifications of tenants.
- Ensures accuracy of information submitted by applicants.
- Processes and reviews applications for housing; calculates and verifies all sources of applicant's income; determines eligibility.
- Calculates, and explains to applicant, the projected rent, utility allowances, payment standards and program requirements, as applicable, in assigned program.
- Prepares and processes paperwork relating to lease agreements and placements.
- Prepares and negotiates contract/lease packages.
- Processes HAP payments in HCV Program.
- Mediates tenant/landlord issues when appropriate in HCV Program.
- Provides information to the applicant concerning the rules, regulations, policies and procedures of the program and the Authority.
- Coordinates with HQS the scheduling of inspections of requested housing units; requests initial HQS inspection and follows up.
- Assists applicants and tenants by referrals to community and city social service and health agencies as needed.
- Provides informational booklets concerning Authority and community services to applicant and tenants.
- Coordinates placement of applicants with Authority staff and with external investigation and service providers.
- Provides orientation, including written materials, to families, including owners and landlords in HCV Program.
- Prepares regular statistical reports for Supervisor.
- Reports work accomplished to Supervisor.
- Performs related work as required.

JOB REQUIREMENTS:

- Graduation from high school/GED required. Associates Degree in Business, Social Work, Counseling, Psychology or some closely related field preferred.
- HCV certification required within six months of date of employment
- Four (4) years full time work experience is required, with exposure to public agencies preferred, as an interviewer, involving public contact in the social services. Community group work experience desirable.
- Considerable knowledge of the function and organization of the Authority and its various departments.
- Demonstrated ability to understand and follow oral and written instructions.
- Demonstrated ability to establish and maintain effective working relationships with applicants, clients, external agencies, fellow employees and the public. This includes demonstrating courtesy and respect for others, a strong customer service orientation, and maintaining a positive professional attitude in representing the proper image of the Authority at all times.
- Demonstrated proficiency in oral and written communications; proven competency in basic English grammar and spelling.
- Demonstrated proficiency in housing application software and computer proficiencies as required, i.e., Microsoft Word and Excel
- Demonstrated ability to perform accurate arithmetical computations.
- Proven ability to maintain accurate, centralized files and records.
- Proven ability to work independently as a self-starter, proven ability as a team player.
- Demonstrated working knowledge of tenant selection policies of the Authority.
- Demonstrated knowledge of social and general assistance agencies, institutions and services available.
- Demonstrated knowledge of interviewing techniques and methods of establishing financial status and eligibility.
- Practices strong personal ethical behavior and demonstrates courtesy and respect for others.
- Demonstrated ability to achieve and maintain a satisfactory attendance record, as defined by the Attendance Policy.
- Bilingual English/Spanish desirable