

DOUGLAS COUNTY HOUSING AUTHORITY
Omaha, Nebraska

POSITION DESCRIPTION

TITLE: **Section 8 Housing Specialist (40 hrs)**

DATE: **February 2023**

JOB SUMMARY:

This administrative position reports to the Section 8 Housing Program Manager and contributes to the growth and viability of the Douglas County Housing Authority as an innovative developer, owner and landlord of low-rent housing programs.

RESPONSIBILITIES:

- 1) Take inquiry calls for all section 8 housing program.
- 2) Assist with the application, orientation and issuance process as directed by the Section 8 Housing Program Director.
- 3) Assist with the one-on-one process during the issuing of Section 8 tenant based assistance as needed.
- 4) Conduct annual reexamination interviews for the Section 8 housing program.
- 5) Process verifications for the annual reexamination, and any interim adjustments in a timely manner.
- 6) Perform home visits for elderly and disabled residents when requested by the resident as a reasonable accommodation.
- 7) Create and maintain all DCHA client files as required by client file protocol and in an organized manner.
- 8) Coordinate the annual reexamination process (i.e. schedule appointments and process verifications).
- 9) Coordinate the portability process.
- 10) Conducts the lease-up process for the Section 8 tenant-based housing program.
- 11) Adequate understanding of the Federal guidelines for administration of Section 8 housing program administered by DCHA.
- 12) Keep abreast of updates and changes in programs by attending workshops, meetings, conferences, reading any applicable documentation, etc.
- 13) Assist Section 8 Housing Program Manager with customer and public relations.
- 14) Complete file updates and interim adjustments in timely manner.
- 15) Process the various client notices when required.
- 16) Know all reporting and other requirements to stay compliant with the Section 8 housing program rules and regulations and processing requirements.
- 17) Follow program policies and operations manual procedures.
- 18) Any other activities assigned by the Section 8 Housing Program Manager and Director of Public Housing.

Relief Receptionist:

- 1) Answer the telephone by the third ring in a warm and friendly manner. Take detailed messages and route calls to the appropriate person(s).
- 2) Greet visitors to the organization's offices in a courteous and professional manner.

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- 3) Deliver all faxes to the appropriate staff person(s) and deliver the mail to the Executive Assistant (in the Executive Assistant's absence, open, sort, date stamp and place mail in the appropriate person's mailbox).
- 4) Process tenant/maintenance work order request forms, distributing such forms in a timely manner to maintenance personnel.
- 5) Process outgoing mail, faxes, and special program bulk mailings.
- 6) Lock and unlock the main entrance morning and evening and maintain the keys.
- 7) Maintain work area in a neat and organized manner.
- 8) Perform daily opening and closing procedures according to checklist.
- 9) Perform any other duties as may be necessary and assigned by program managers.

QUALIFICATIONS:

Education: Associate degree with two (2) years work experience in housing management or a clerical position. Must possess strong organizational, interpersonal, communication and typing skills. Ability to work with individuals from varying ethnic and socioeconomic backgrounds. Possess a working knowledge of word-processing software and office equipment necessary.

Belief in Douglas County Housing Authority Mission; ability to listen, maintain confidentiality, be objective, adhere to established principles, and show courtesy, compassion, initiative, and good judgment.