



Position Description

Position Title:	HCV Transaction Clerk	Department:	HCV
Reports to:	HCV Transaction Team Lead	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to provide assistance to the waitlist, intake, and leasing functions of the Housing Choice Voucher Program (HCVP). The incumbent supports the HCVP operations by conducting a wide variety of clerical and administrative tasks.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provides clerical and administrative support to the HCV team, including recordkeeping, document generation, data tracking, telephoning, mailing, and filing.
- Responds to requests in a prompt and courteous manner; identifies administrative needs of the department and develops appropriate solutions and/or recommendations.
- Provides customer service to applicants, tenants, property owners, and their agents; answers incoming calls; responds to inquiries regarding program information, the admissions process, application status, and rent payments; and escalates matters as needed.
- Establishes and maintains filing system and clerical procedures for intake and leasing activities; keeps the system and files up-to-date and accurate at all times. Processes paperwork for the HCVP transactions and ensures filing of required documentation.
- Conducts data entry regarding tenant changes and recertifications.
- Ensures that accurate and complete files are submitted to the Contract Specialist within reasonable time frame; ensures completed files are stored in online tenant file system.
- Ensures receipt of required documentation by coordinating with applicants, tenants, and appropriate third parties.
- Distributes documentation including appointment, reminder, and termination letters. Generates correspondence and attaches supporting information needed to adjust subsidy amounts based on verified information on income and household size. Conducts mailings of recertification applications and other documents.
- Assist applicants and tenants in completing paperwork; acts as or obtains service of Notary Public as required.
- Coordinates criminal background checks for household additions; coordinates verifications for reasonable accommodation with appropriate third parties.
- Coordinates with appropriate third parties and uses HUD's EIV system to verify income and circumstances for recertifications. Analyzes EIV reports and compare with documents provided by participants to determine accuracy of reporting. Refers discrepancies to appropriate staff member for resolution.
- Performs other related duties as assigned.

Behavioral Competencies



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This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of the HCVP regulations.
- Knowledge of the proper CH procedures for collecting, processing, and recording HCVP transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the HUD and CH program requirements to applicants and current voucher participants.
- Skill in customer service and tenant relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.



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- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and a minimum of two (2) years of experience providing administrative support to the Housing Choice Voucher Program. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here 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 the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]