



BESSEMER HOUSING AUTHORITY

Position Description – Eligibility Specialist (August 14, 2020 – August 28, 2020)

Position Title: Eligibility Specialist	FLSA Status: Non-Exempt
Reports To: Eligibility Coordinator	Department/Level: Public Housing
Salary Grade: 14	Effective Date: July 1, 2019

POSITION OVERVIEW

This is moderately responsible work related to the Authority's property management function. The incumbent is responsible for performing intake and eligibility tasks for the Public Housing and Section 8 programs. Reporting to the Eligibility Coordinator, this position is responsible for assisting with day-to-day functions related to leasing. Work assignments are received in the form of specific objectives and performance expectations with some direction in day-to-day operations.

DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Assists with the management and maintenance of the Authority's waiting lists for the Public Housing and Section 8 programs. Ensures compliance with Fair Housing requirements.
2. Responsible for determining eligibility of applicants and/or participants in accordance with Authority policy. Responsible for obtaining verifications as required by the Admissions and Continued Occupancy Policy and the Administrative Plan.

3. Conducts applicant interviews during the eligibility process in accordance with Authority procedure.
4. Performs criminal, credit, and related background checks on applicants in accordance with Authority policy.
5. Performs verifications of eligibility criteria, including third-party income verifications. Ensures that all information in an applicant's file is current (including verifications) as of 120 days.
6. Notifies applicants of unit availability and coordinates unit tours with the appropriate Property Manager(s).
7. Prepares leases in accordance with Authority policy. Collects required deposits and rent monies and executes any payments agreements on behalf of the Authority, as directed by the Eligibility Coordinator.
8. Coordinates move-in inspection and initial occupancy of units with the Property Manager. Follows-up to ensure that the applicant actually took possession of the unit.
9. Promotes resident services functions for the site with in-house or community service providers. Refers applicants to local providers and/or contractors as needed to meet the need of residents and promote self-sufficiency.
10. Represents the Authority on a daily basis on the site in accordance with established policies and procedures. Ensures that the Authority's interests are protected at all times and communicates any issues to the Eligibility Coordinator.
11. Attends professional meetings and training sessions to ensure proficiency in the eligibility, property management, and program compliance fields.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of current trends in effective property management. Ability to proactively modify operational approach to maximize the performance of assigned properties.
4. Knowledge of the Authority's facilities, including location, structure, and layout including associated utilities.
5. Knowledge of the Public Housing Assessment System and ability to apply standards to maximize the score of assigned properties and the agency as a whole.
6. Knowledge of the Public Housing and Section 8 program regulations; especially related to intake and eligibility.

7. Ability to plan, organize, and develop a variety of operational and management systems related to the position. Ability to orient other workers and to explain regulations, policies, procedures, or processes.
8. Ability to produce periodic reporting and provide clear and concise performance data to the Director of Public Housing/Director of Multifamily, including applicable recommendations for improvements.
9. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Ensures that applications are processed in accordance with Authority policy and Fair Housing laws.
2. Ensures that all information is current and that no file documentation is older than 120 days at the point of unit leasing.
3. Ensures that application files are maintained in accordance with Authority policy and HUD regulations.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

This position requires graduation from high school; a minimum of two years experience assisting with the management of multifamily rental property (preferably affordable); or any equivalent combination of education, training, and experience that provides the required knowledge and abilities.

PHYSICAL REQUIREMENTS

This position is required to work in an office setting that is generally accessible to the mobility and sensory impaired. The incumbent must have the ability to utilize standard office equipment and access files and documents. The incumbent must have the ability to lift up to 20 pounds. Must be able to work while seated for extended periods of time.

SPECIAL REQUIREMENTS

1. Possession of a valid Alabama driver's license.
2. Must be bondable