



EDINBURG HOUSING AUTHORITY

Serving Families Since 1949



Position Description:

Title: Section 8/Office Clerk
Supervisor: Section 8 Supervisor
FLSA Status: Hourly
Department: Housing Choice Voucher Program (Section 8)

Position Summary

Responsible for assisting the department of Section 8 as a whole with the primary tasks being assisting in: inspections, interviewing clients, eligibility determinations, and as other tasks are assigned. Tasks will also include providing support to Supervisor, Property Managers, and Application Intake staff. Duties include the following:

Essential Duties and Responsibilities

The below statement is intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Follows established office procedures, Housing Authority policies and the daily operations for the Housing Choice Voucher Program.
2. Knowledge of proper conduct in dealing with the public and telephone etiquette.
3. Ability to maintain client and applicant data confidential at all times.
4. Responsible for adhering to applicable state and federal program regulations.
5. Performs general clerical duties such as filing, copying, answering telephones and faxing.
6. Assist in the conduction of interviews for prospective clients and current program participants.
7. Monitors progress of housing search and assists in the preparation of request for necessary extension of the housing search for review and approval.
8. Monitors Section 8 activity and assists in the strategies to maintain the required baseline.
9. Assist in the schedule, monitoring and conduction of follow up unit inspections for new, transferring, annual and any other type of program inspections for program participants.
10. Assist in the calculation of HAP payment amounts, tenant rents and utility reimbursements.
11. Assists with rent negotiations at the request of the participant.
12. Generates correspondence to landlords and participants regarding appointments, rent adjustments, terminations of assistance, etc.
13. Establishes professional relationships with Landlords and/or their designees.
14. Responds to landlord inquiries and/or concerns about specific contracts or general inquiries regarding the Section 8 Program.
15. Maintains participant physical files and landlord files with all up-to-date documents.
16. Assist with the monthly landlord HAP disbursement by verifying caseload status.
17. Assist in the initiation of Termination of Assistance of families for non-compliance, or non-performance, or other grounds in conformance with the established Housing Authority policy and procedures.
18. Assist in the preparation of documentation for all Port-In and Port-Out families; and monitors their status monthly.
19. Ability to comply with regulations for application intake, verification of income, program eligibility.
20. Assist in the conduction of re-examinations and interims according to schedule and HUD regulations.
21. Maintains current knowledge of public relations principles and practices.
22. Ability to handle and deescalate any program issues, client, and public complaints, etc.



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23. Assists in the enforcement of risk control measures to prevent losses, minimize accidents, and promote a safe, positive, and productive workplace.
24. Makes recommendations to the Director of Section 8 regarding program process changes and/or process implementation.
25. Performs other related duties as assigned and/or required.

Behavioral Competencies

This position requires the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: understands all PHA employees have external and/or internal customers that they provide services and information to; honors all of the Authority's commitments to customers and residents by providing helpful, courteous and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department; treats others with respect and maintains a friendly demeanor; values the contributions of others.

Result Focus: Consistently delivers required agency results; sets and achieves quality standards and meets all deadlines; maintains focus on Agency goals.

Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency to maintain the public's trust.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

This position requires the following behavioral competencies:

- Ability to work with the highest degree of confidentiality.
- Good knowledge of HUD regulations, city, state, and Authority procurement and contracting policies, procedures, and practices.
- Knowledge of general office procedures and practices, business English and math.
- Skill in operating computer equipment and general office machines.



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- Knowledgeable in Microsoft Excel, Word, Outlook including Adobe Acrobat software, capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required for assigned tasks.
- Ability to maintain a high-level of accuracy in work production and to follow instructions.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to work with a wide variety of people with different economic and social issues.
- Ability to establish and maintain effective and courteous relationships with employees and other business contacts.
- Ability to coordinate several concurrent activities simultaneously.
- Ability to prioritize assigned tasks and organize workload for efficiency with strong interpersonal skills.
- Must regularly participate in continuous improvement and education, which may require traveling in and out of State.
- Ability to communicate bilingually is required, English and Spanish.
- Bondable.
- Employees must possess a valid Texas driver's license or acquire one within the first 30 days of employment.
- Eligible for coverage under the Authority's fleet auto insurance.

Education and/or Experience

High school education or GED. Minimum of two (2) years' experience in Public Housing Low Rent Program and one (1) years' experience with a PHA including or an equivalent combination of education and experience.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

Cross-Training

While employed with EHA, staff will be exposed to cross training. Cross training allows EHA to increase our resources and efficiency by:

- Helping employees acquire and enhance skills, knowledge, and abilities.
- Improving understanding of the different parts of departments and eventually of the organization as a whole.
- Leading to better coordination and teamwork.

Staff need to have the ability and the willingness to be cross trained in different positions within EHA. This on-the-job cross-training allows the Agency to also provide staffing flexibility when an employee is absent for a planned vacation, emergency or after a position is vacated.