

- *Recognize needs, goals and desires of clients and provide factual and impactful responses, orally and in writing.*
- *Provide information to address all inquiries about the HHA programs and services.*
- *Serve as liaison between clients and Landlords/Owners/Property Management Agents to ensure all parties understand and comply with HCVP policies.*
- *Explain monthly disbursements of Housing Assistance Payments (HAP) to landlords and Utility Allowance Payments (UAP) to clients.*
- *Provide assistance with file audits, informal hearings, briefings, bulk mailing and other special projects, as required.*
- *Confirm and update client and applicant contact information to ensure internal databases are accurate.*
- *Assist with problem solving between landlords and program participants to avoid unnecessary displacement.*
- *Assist in the management and resolution of program complaints in a professional and client-oriented manner.*
- *Identify strategies to actively enhance client experiences and offer management advice to consider modifying changes.*
- *Create presentations or letters for clients and applicants when necessary.*
- *Attend community meetings and events to educate and promote the agency.*
- *Assist in preparing and hosting Briefings for applicants, clients or landlord partners.*
- *Provide weekly & monthly reports associated with client concerns and demands.*
- *Collaborate with the other HCVP staff and/or Departments on program compliance, terminations and administrative hearings.*
- *Develop and maintain reports, dashboards, and electronic reporting, primarily using the HCVP systems and other appropriate software.*

Other duties as assigned to benefit the mission and goals of the agency.

KNOWLEDGE, SKILLS AND ABILITIES

- *Knowledge of HUD policies and other federal, state and local laws, rules and regulations related to low-income housing and the Houston Housing Authority policies.*
- *Knowledge of good public policy practices and procedures.*

- *Knowledge of the management skills required to analyze programs, policies and operational needs.*
- *Knowledge of budget development and administration procedures.*
- *Comprehensive and demonstrable knowledge of HUD Housing Choice Voucher and HQS inspection policies and procedures.*
- *Business English and basic mathematics.*
- *Ability to communicate with and relate to persons of diverse backgrounds and ability to establish and maintain effective working relationships with participants, landlords, and the public.*
- *Ability to meet both internal and external deadlines.*
- *Skilled in planning, prioritizing, organizing, directing and coordinating the work of self and employees.*
- *Skilled in the analysis of problems and the development and implementation of solutions.*
- *Skilled in interpreting and applying federal, state, and local policies, laws and regulations.*
- *Skilled in the preparation of clear and precise reports (written and statistical).*
- *Skilled in oral, written, and interpersonal communication.*

COMPLEXITY / SCOPE OF WORK

- *Employee performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to the Housing Choice Voucher Program eligibility, income, rent, inspections and contract procedures.*
- *Employee must be able to handle complex interpersonal situations involving conflict between tenants and landlords with skill and professionalism.*
- *Employee works with all levels of leadership, supervisors, applicants, clients, landlords, contractors and community partners.*
- *Employee's work is essential to the successful operation of the HCVP Program.*
- *Employee's efforts affect the Houston Housing Authority's ability to earn administrative fees and to obtain additional vouchers and funding.*

GUIDELINES

- *Work is performed according to existing procedures or written guidelines such as HUD regulations, handbooks, desk references, or existing records.*
- *Employee will frequently be required to use independent judgment in making recommendations and decisions.*
- *Employee has significant responsibility for updating procedures and guidelines to ensure that they are effective, efficient and comply with HUD requirements.*

SUPERVISORY CONTROLS

- *Reports to the Director of HCVP Operations and the Senior Director of HCVP.*
- *As directed, the position is responsible for both the compliance and performance of departmental employees, as well as, their achievement of program outcomes.*
- *Receives both written and oral instructions.*
- *Employee must be able to work independently, performing complex work in an accurate and timely manner without close supervision.*
- *The position entails balancing competing priorities and achieving organizational goals.*

PERSONAL CONTACTS

- *Employee has continual contact with other employees and occasionally, program participants and landlords.*
- *Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy.*
- *Occasionally, a contact may be uncooperative or antagonistic and the employee would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Houston Housing Authority.*

PHYSICAL DEMANDS / WORK ENVIRONMENT

- *Employee's work involves primarily sedentary office work in a typical office environment.*
- *There is some degree of stress resulting from contact with applicants, participants, landlords, the public and other employees.*
- *Work involves the normal risks or discomforts associated with an office environment.*
- *Work hours may vary from the normal core hours of the agency and on occasion may involve weekend work, including non-business hours during natural disasters.*

MINIMUM QUALIFICATIONS

- *High School Diploma or equivalent.*
- *Minimum of one (1) year of experience in Customer Service, Case Management or another relevant field.*
- *Bondable.*
- *Valid Texas driver's license or obtain such within the first thirty (30) days of employment.*
- *Eligibility for coverage under Houston Housing Authority fleet auto insurance.*

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.