



Job Title: INTAKE SPECIALIST

Supervisor: HCV Section 8 Manager

Job Statement:

The duty of the Intake Specialist is to administer and facilitate the processing of all applicants for the Housing Programs available through this organization. This would involve a variety of clerical tasks related to; the maintenance of the waiting list, and the processes involved in program admission. The ability to communicate well with the public and to perform tasks timely is essential in accomplishing success in this position.

Job Description:

- Conducts and assists in family briefings.
- Accepts and process housing applications.
- Explains programs and eligibility requirements to applicants.
- Handles all family applications by reviewing applications for completeness, logs applications for submission date and time, and inputs data into system.
- Prepares and sends written requests for family income verification.
- Verifies income from third party via telephone, mail, fax and e-mail
- Determines family program eligibility per HUD regulations and Housing Authority policy.
- Explains the Wait List process.
- Notifies applicants in writing of denial of application in accordance with HUD regulations and Housing Authority policy.
- Calculates applicant's total tenant rent payment.
- Maintains the Wait List by updating system as required.
- Meets with Wait List families periodically for any status changes.
- Constantly updates system with any status changes.
- Compiles statistical data for departmental reporting.
- Assists in producing monthly and annual reports.
- Answers incoming calls/inquiries from applicants or general public related to eligibility or waiting list status.
- Relieves the receptionist when necessary
- Understand the importance of maintain the base line
- Mandatory Certification/Training: Public Housing Rent Calculation, Public Housing Eligibility and others as deemed necessary.
- Performs other duties as assigned.

Qualifications and Knowledge:

- High school education or GED
- Five years of experience in clerical work or eligibility interviewing, or an equivalent combination of experience and education.
- Knowledge of federal, state, and local laws, rules, and regulations pertaining to low income housing Authority policies and procedures on such housing.
- Knowledge of the principles, practices, and techniques of public housing management. Some knowledge of principles, practices and techniques of budgeting and data processing.
- Ability to understand the perform rent calculations.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to communicate fluently in English and Spanish.
- Bonability
- Valid Texas driver's license.
- Eligibility for coverage under PHA fleet auto insurance

Supervision Received and Given

The employee receives instructions from the Housing Choice Voucher Supervisor/Executive Director/Deputy Director. Normally, the employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise. The employee's work is reviewed periodically for conformity to organizational policies and attainment of objectives.

The employee has no supervisory responsibilities.

Guidelines

The employee performs routine duties by following established HUD and Authority policies and procedures. These guidelines cover most job-related situations and the employee usually is required to use independent judgement in making decisions. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

Complexity

The employee performs a variety of related, routine and generally repetitive tasks. The course of actions is determined by the supervisor and be established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

Scope and Effect

The employee's work affects applicants, resident families, managers, other agencies and other Authority personnel. The employee's efforts can enhance the Authority's continuing efforts to provide adequate leased housing to low-income families on a timely basis and at reasonable rates.

Personal Contacts

Personal contacts are with all of the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by applicants, residents, and other Authority activities.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling and crouching to obtain files, eye strain from working with computers and other office equipment.

Work Environment

Work involves the normal risks or discomforts associated within office environment, but are usually in an area that is adequately cooled, heated, lighted and ventilated.

A criminal background and drug screen must be completed before hire. An official MCAHA Employment Application must be completed and a resume submitted. MCAHA is an equal opportunity employer and adheres to Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities.

Starting salary is \$11.00 / hr. plus benefits

Position is open until filled.

Interested applicants must complete an official agency application available on this website www.mcallenha.org

Original application copies can be mailed or dropped off at McAllen Housing Authority's main office located at:

Attn: HR Dept.

2301 Jasmine Avenue

McAllen, TX 78501



