

**HOUSING AUTHORITY OF  
THE CITY OF  
TEXARKANA, TEXAS**



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## **JOB DESCRIPTION**

**JOB TITLE:** Housing Choice Voucher Housing Specialist  
**EXEMPT:** No  
**SALARY LEVEL:** Annual **Minimum:** \$30,000.00 **Maximum:** \$34,000.00  
**EMPLOYEE REPORTS TO:** HCV PROGRAM MANAGER  
**PREPARED BY:** Chief Operating Officer **DATE:** February 7, 2019  
**APPROVED BY:** Chief Operating Officer **DATE:** February 7, 2019  
**APPLICATION DUE DATE:** **THURSDAY, FEBRUARY 14, 2019**

### **SUMMARY**

This position is responsible for the timely and accurate HQS inspections (annual, initial and special) and assist with annual and interim reexaminations of the Housing Authority of the City of Texarkana, Texas (HATT's) Housing Choice Voucher (HCV) Rental Assistance Program. Under the Direction of the HCV Program Manager, this position schedules and performs HQS inspections, and manage all correspondence and data related to such inspections. In addition, assist with annual and interim reexaminations and new admissions to include (but not limited to) interviewing clients, verifying information, and computing income and rent.

### **ESSENTIAL DUTIES**

*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

1. Prepares documents and records initial, annual, special or re-inspection of units for compliance with standards; advises owners and residents of inspection's results and encourages them to maintain units properly, maintain fil until unit passes inspection; submits completed inspections to the respective caseworker to be kept in the tenant file.
2. Notifies owner and resident in writing if unit is in violation of HQS so deficiencies can be corrected within a specific time, notifies owners and residents when nit fails and passes inspections.

3. Conducts rent reasonableness comparability analysis, recommend amount of initial contract rent and rent adjustments based on comparable unassisted housing; approves or disapproves amount of rent requested by owner.
4. Schedule and conducts interviews with HCV participants or applicants. Determine eligibility for continued assistance. Verifies family status and income in accordance with HUD prescribed rules and regulations and agency policy, including accessing EIV information. **Performance Standards:** Compliance with HUD's third-party verification protocol, the Housing Choice Voucher Guide book and the agency Administrative Plan.
5. Conducts and completes timely re-examinations for 100% of families in the assigned case load; Perform income calculations to determine the correct rent amount (family contribution and HAP contribution). Conduct personal quality control review of calculations. **Performance Standard:** 100% of re-exams conducted with at least 98% accuracy on all calculations; Compliance with CFR 982.
6. Performs data entry task to generate 50058 to be transmitted into PIC system and generate HAP checks; Completes electronic forms and retrieves information from automated system; Types correspondence and required forms. **Performance Standard:** Accurate correspondences, forms, 50058s and payments to landlords.
7. Maintains case files in accordance with prescribed format ensuring that all essential data is contained therein. Make written notes to file on a log of correspondence and/or oral/telephone contacts with participants, landlords and providers of third-party verifications. **Performance Standard:** Notations in file that provide date, time, content and initialing of each entry (electronic notations are permitted provided that all required information is logged)
8. Prepare spreadsheets and reports in accordance with established procedures which track completed activity. **Performance Standard:** Completion of spreadsheets, logs and reports by weekly and monthly cut off dates.
9. Provide general program information in response to telephone inquiries received and or directs calls to appropriate staff. Answer phone calls from landlord, tenants and other housing agencies regarding status of assistance and HAP payments; Resolves complaints and disputes with owners and clients as appropriate. **Performance Standard:** Phone calls returned and or referred within 48 hours.
10. Ensure timely and accurate processing of eligible Section 8 applicants from the waiting list as warranted by the number of vouchers issued and funding provided by the Department of Housing and Urban Development; Maintains records and reports relative to applicant status post initial interview through transfer to continued occupancy. **Performance Standards:** Consistently completing assigned work in accordance with established priorities, maintaining a high degree of accuracy, demonstrating initiative and adherence to strict confidentiality as required or appropriate; accurately maintained Case Manager work schedules and reports.
11. Update applicant's files when applicable, performing preliminary eligibility determinations, verifying pertinent data, conducting background checks for drug related or violent criminal activity; Issue program vouchers in accordance with program regulations, HCV guidebook and agency administrative plan. Tracks and

- monitors voucher utilization in coordination with compliance and finance. Conduct quality control (QC) reviews of selection from wait list in accordance with sample size dictated by SEMAP regulations. Monitor eligibility activity to ensure compliance with SEMAP indicators: (1) Waiting list, (3) Determination of Adjusted Income, (8) FMR Limit and Payment Standards, (10) Correct Tenant Rent Calculations, (13) Utilization (Lease-up) and (14) family self-sufficiency. **Performance Standards:** Report on monthly QC file reviews of cases completed by case managers and wait list samples. Corrective action and recommendations communicated to staff for systemic problems discovered.
12. Conduct meetings with applicants and owners to resolve problems and complaints regarding program participation, answer/return phone calls of applicants, participants, property owners, and the general public regarding the Section 8 program. Draft written correspondence in response to inquiries from clients, owners and government entities regarding subsidized housing programs. **Performance Standards:** Effective delivery of customer service evidenced by improved customer relations; documentation of phone calls returned within 48 hours. Files maintained on correspondence initiated.
  13. Conducts the annual/interim re-certification activity to assure timely and accurate processing and completion of scheduled appointments; continuing eligibility applications; re-certification of eligibility; provision of required notices to all participants; Assigning appropriate caseloads to Case Managers to ensure that all re-exam activity is completed and submitted for review within 60 days of effective date. **Performance Standards:** Consistently completing assigned work in accordance with established priorities, maintaining a high degree of accuracy, demonstrating initiative and adherence to strict confidentiality as required or appropriate. Accurately maintained case Manager work schedules and reports.
  14. Participate in: the monthly compilation of data for tracking monitoring and reporting on Section 8 utilization with Eligibility Manager and Section 8 Finance staff, projecting program utilization for the purpose of controlling voucher issuance, compilation of statistical data and other reports at the request of the Director of Business and Community Relations or other agency or government officials to answer questions regarding funding and or utilization. **Performance Standards:** regular reports to be submitted to the Director of Business and Community Relations regarding program utilization; written recommendations on improving program utilization.
  15. Provides quality control (QC) for UPCS/V inspections and coordinates with HATT staff as required facilitating completion of inspections.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Knowledge of Texas Tenant/Landlord law.
2. Proven ability to develop and work within property-level budgets.
3. Ability to become certified in HQS and HCV Income and Rent Calculations within a year.
4. Knowledge of HUD regulations related to occupancy management.
5. Knowledge of physical systems sufficient to coordinate maintenance priorities.

6. Knowledge of property management filing systems.
7. Good communication and supervisory skills.
8. Sophisticated knowledge of basic office computer software including Internet and e-mail systems.

**PHYSICAL REQUIREMENTS**

The duties of this position are primarily office and site-based and require manual dexterity sufficient to competently use office equipment such as a computer keyboard or calculator. From time to time, the holder of this position will be required to conduct site visits that would include the ability to traverse over a 1/4 mile at a time and ability to climb stairs. Effective written and oral communication skills are also required such as complex written responses to regulatory agency or public information request.

**EDUCATION AND EXPERIENCE**

Bachelor's Degree (or equivalent work experience) with two or more years' experience working with low income or assisted housing programs and demonstrated skills in site base management, lease enforcement, maintenance supervision and budget management; or

A Master's degree may be substituted for one year of general experience.

**OTHER**

Must possess a valid driver's license and be able to be covered by the HATT's insurance.

Effective and respectful communication and interaction with other employees and supervisors; Conduct staff meetings with team members to discuss operational problems, changes, results of Quality Control reviews, and other program related matters. Confer with peers and supervisor relative to the needs of the division/program. **Performance Standards:** Maintaining an orderly and pleasant work environment; cohesive and productive work group; documented monthly staff meetings; documented written recommendations on program needs.

**AN EQUAL OPPORTUNITY EMPLOYER**