



## Housing Authority of the City of Winston-Salem Classification Description

**Classification Title:** Housing Choice Voucher Specialist  
**Department:** Section 8 HCV Program  
**Reports To:** HCV Manager

**Salary Grade:** 3  
**FLSA Status:** Nonexempt  
**Status:** Full Time

### **General Statement of Job**

The Housing Choice Voucher/Section 8 Specialist serves as a primary information source to Section 8 participants regarding Section 8 Housing Assistance. This position interviews clients to confirm Section 8 eligibility and to determine available assistance in accordance with Section 8 guidelines as well as performs clerical duties and data entry to ensure that client files are updated and contain all information necessary to document activities.

### **Specific Duties and Responsibilities**

#### **Essential Duties:**

- Interviews and confirms Section 8 participant's continued eligibility for assistance.
- Calculates income, deductions, rent and utility assistance for clients.
- Prepares paperwork and conducts transfer briefings.
- Schedules and maintains counseling caseload of approximately 600 families for annual re-exams, interim changes, rent increases, and conduct home visits when necessary.
- Sends out 30, 60, and 90 day letters as follow-up on re-exams.
- Suppresses payments on units which have outstanding paperwork.
- Coordinates with inspections department for annual inspections, and resident/owner complaint inspections.
- Reviews and processes damage claims to owners.
- Prepares leases and HAP contracts for signatures.
- Verifies all income and deductions for family caseload.
- Maintains good working relationship with participants, owners, landlords, and community agencies.
- Handles large volume of phone calls from participants and owners.
- Performs miscellaneous typing and filing, and other related duties as required by Supervisor.
- Processes 50058's for submission to JD. Maintains hard copies of 50058's and notices of change. Mails notices to participants and owners.
- Calculates and processes 50058's for all re-exams, including annual, interim, initial, move-out, FSS, suppressions, inspections, corrections, rent increases.
- Runs an array of month-end reports, confirms all revisions, and balances HAP and utility payments.

- Completes hard to house reports for accounting personnel.
- Assists accounting department in year-end process, which includes balancing 1099's.
- Performs other related duties as required.

### **Education, Experience, and Licenses**

Bachelor's degree in Accounting, Business, Social Work, Computer Science, or related field required.

One to three years experience; or an equivalent combination of education and experience.

Housing Choice Voucher certification required. Tax Credit Management Certification preferred.

### **Knowledge, Skills, and Abilities**

- Ability to accept, receive, and/or collect payments.
- Ability to determine individual benefit eligibility.
- Ability to use small office equipment, including copy machines or multi-line telephone systems.
- Ability to use computers for data entry.
- Ability to use computers for word processing and/or accounting purposes.

### **Physical Demands/Work Environment**

While performing the duties of this job, the employee is frequently required to see, hear, or speak. The employee is occasionally required to stand and walk. Requires the ability to lift up to 10 pounds. Position requires color perception.

**NOTICE:** The above job profile does not include all essential and nonessential duties of this job. All employees with disabilities are encouraged to contact the Human Resources Department to review and discuss the essential and nonessential functions of the job. An employee with a disability can evaluate the job in greater detail to determine if she/he can safely perform the essential function of this job with or without reasonable accommodation.

**DISCLAIMER:** Job profiles are not intended, nor should they be construed to be, an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions, or similar behaviors, attributes or requirements associated with a job. A job profile is not a comprehensive job description. It is intended for the sole purpose of acquainting a person who is unfamiliar with such position with a brief overview of the position's general direction and scope. This position profile is intended for internal use only.