SOUTHERN IOWA REGIONAL HOUSING AUTHORITY (SIRHA)
POSITION DESCRIPTION AND SPECIFICATIONS

Position Title: Section 8 Specialist | Reports to: Executive Director

Department: Administration | FLSA Status: Non-exempt -Salary

PURPOSE OF POSITION

The Section 8 Specialist will perform complex clerical and administrative work to include data entry, receiving and distributing materials, answering calls, and maintaining files and records. Provide support, and coordinate services to families. Manage a caseload. Perform other duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. **Administrative Duties**
   a. Keep good general relations with the clients, public, and co-workers on a daily basis
   b. Have working knowledge of all equipment pertaining to job duties
   c. Minimal amount of driving required to perform job duties
   d. Responsible to perform multiple tasks to maintain and ensure the high quality of standards as required
   e. Good phone and oral communication
   f. Other duties as assigned

2. **New Applications**
   a. Set up appointments; mail or email appointment letters; conduct interviews over the phone or in person
   b. Send out verifications for each file and then figure the file for eligibility and input information in the computer

3. **Briefing**
   a. Issue voucher in computer and write in notebook
   b. Mail or email documents to tenants including voucher and Please Note packet

4. **New Landlord**
   a. Receive a 30-day notice from tenant, write on coming off list
   b. Type voucher and mail out necessary forms; voucher, and request to be signed by tenant
   c. Print out EIV and compare with our verifications
   d. Figure file and put information in computer
   e. Mail or email out move-in forms to tenant and landlord to sign

5. **Income/Family Changes**
   a. Conduct appointment over the phone. Mail or email out forms to tenant
   b. Print out EIV and compare with our verifications
   c. Figure file and input figures in computer
   d. Print out “interim-reexamination” forms
      1. Computer application and applicant/tenant certification
      2. Amendment with new rent amount
      3. Type voucher if bedroom size changed

4. Amend letter as needed

6. **Renewals**
   a. Print out EIV, run criminal background checks and mail out recert paperwork
   b. Process verifications for the renewal
   c. Figure files and enter information in computer and mail or email out amendments by the 10th of the month

7. **Withdraw Files**
   a. Withdraw active files on or around the 25th of each month
   b. Withdraw new application files
   c. Expire vouchers and then withdraw the file
   d. Put files together and file in proper drawers

8. **Monthly Reports**
   a. Keep track of vouchers issued and prepare report for the Staff Meeting
   b. Run Debts Owed Report quarterly for new applicants to verify income

OTHER GENERAL KNOWLEDGE AND DUTIES

Excellent customer service and problem-solving skills
Ability to prioritize and multi task
Effectively communicate orally and in writing
Strong attention to detail
Ability to maintain client confidentiality
Ability to work with tenants and landlords and as a team in cooperation with all Housing Authority staff

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

EDUCATION AND/OR EXPERIENCE

High school diploma or equivalent. A minimum of three years of office/clerical experience. Any equivalent combination of education, training and experience which provides the required knowledge and abilities may be considered sufficient.

CERTIFICATIONS, LICENSES, REGISTRATIONS

Valid Iowa Driver's License and ability to travel to trainings when needed.