



**Position:** HCV Program Specialist I

**Location:** Renton, Washington

**Employment Type:** Full time/ In person/ 8:00 a.m. to 4:30 p.m.

**Hourly Range:** \$34.75/hr. to \$43.50/hr.

**Application Deadline:** Open until filled.

### **About Us**

Renton Housing Authority provides, with excellence, quality affordable housing in a safe environment for people in Renton. We are part of a diverse and wonderful community striving each day to render excellent and caring service to all who share the community with us. Our dedication is also to our employees. We believe in creating a culture that is supportive with opportunities for growth and development and a chance to make a meaningful impact. Join us, as we make a difference for people who make Renton their home.

### **Role Summary:**

RHA serves up to 1,100 participants in its Housing Choice Voucher and Project Based Voucher programs.

We are seeking a detail-oriented Housing Choice Voucher Program Specialist I to be responsible for the review and verification for continued occupancy to the housing choice voucher program. This role exercises considerable judgment and initiative in carrying out day-to-day responsibilities subject to established procedures, practices, and standards. Duties require considerable knowledge of HUD regulations on tenant selection and the ability to maintain tenant records and prepare accurate and concise reports. Work assignments are performed under the general supervision of the CEO who will routinely review work through conferences, reports, and analysis of results obtained. Daily duties include a variety of office and field activities providing excellent service to participating families and performing tasks assigned by the Chief Executive Officer. The ideal candidate will have good organizational skills, commitment to supporting community housing initiatives and strong customer service skills.

## **Key Responsibilities:**

### **A. Voucher Issuance / move-Ins**

- Issues voucher upon completion of full application, eligibility, and briefing session. Once a unit is found and RFTA sent into office, rent reasonableness has been completed and an HQS inspection has been done and passed, then the move-in can be completed. HAP contract and lease date need to match up.

### **B. Continued Occupancy**

- Conducts comprehensive reviews of rental assistance client case files to ensure eligibility determinations, rental assistance calculations, case management activities, and documentation are accurate, complete, and in accordance with Agency policies and procedures as well as applicable funding source rules and regulations; refers sensitive, highly complex issues to the Director of Program Administration for resolution.
- Assumes full responsibility to conduct Annual Reexaminations, Interim Reexaminations, and Special Reexaminations. Notify the program participant and landlord of scheduled reexamination. Interview the participant and all eligible adult family members. Verify and document required information. Calculate tenant share of the rent. Reexaminations can be completed via mail, individual or group briefing sessions, by phone, by other electronic means, or by home visit upon a reasonable accommodation request to persons with disabilities is required. Process requests for minimum rent hardship exemptions. Notify participant, landlord, and management of new HAP and tenant payment amounts. Enter reexamination data into the computer system and generate a HUD-50058. HUD regulations require timely processing of Annual and Interim Reexaminations, including corrections.
- Reviews client files for accuracy and completeness and approves processing, especially if you are taking over the file from a prior HCV Program Specialist.
- Follows software protocols on the processing of move-ins, interim recertifications, and annual recertification's as well as transfers and port-outs/port-ins. Accuracy is key to keeping all paper files and digital files current, accurate and complete.

### **C. Resident Relations**

- Serves as a resource for program participants and property owners on technical and program issues; refers complex or sensitive issues to Management when necessary.
- Establishes and maintains positive relations by interacting with voucher residents through formal or informal meetings, and through oral, telephonic, and written communication. During a pandemic, this goal will be placed on hold and only communicated electronically by telephone, or in written form. There will not be in-person interaction.
- Maintains excellent client relations and customer service.
- Communicates in a positive, professional, and organized manner in person, phone, email, fax, or mail.

#### D. Recordkeeping and Reporting

- Maintains and updates participant information in a computer database.
- Ensuring that notes are inputted into the appropriate tenant computer software screens when tenant information is given to you via phone or in writing via mail, email or drop box.
- Performs administrative tasks involved with effectively maintaining a caseload of families served.
- Establishes participant and property owner partitions of the files or digital files in accordance with RHA file protocols.

#### E. Rent Reasonableness

- Ensures that the landlord's requested rent is rent reasonable to same size unit in the area around unit Rent Reasonableness Test is being run. If it is not or the rent is higher than the Payment Standard will allow, you will need to speak with the landlord to see if the rent can drop to the appropriate level needed to lease up the unit for the voucher holder.

#### F. Landlords

- Ability to speak with landlord to negotiate rent, take complaints, discuss HQS failed items or abatement of rent, etc.
- Ensures that all landlord's rent increases are asked 60 days prior to the recertification date unless it is a Tax Credit property that is still under WSHFC compliance and WSHFC issues out an approved rent increase that is at a different date than RHA's annual recertification. The rent increase still cannot take effect without a 60-day notice to the tenant and RHA.

#### G. HOLD HAP Payments

- Ensures that all HAP payments are put on hold, in a timely manner, with notes in the system to explain why payments are not sent out on the upcoming monthly check or direct deposit run. For example, the owner is in abatement, the tenant has passed away or issues that would cause the voucher holder to be away from the unit on the 1<sup>st</sup> of the month and for any given time (fire/water line issue).
- Ensures all HOLD payments are released properly and timely to property owners when ownership has been changed, abatement has been resolved, etc.

#### H. Utility Allowances

- Reviews the required paperwork with the listed Landlord and Tenant Paid Utilities and complete the HUD-52667, either from a computer system or from HUD Clips if the voucher holder has yet to be moved into the system.

I. Inspections

- Assist HQS Inspector with upcoming Biennial Inspection by giving the inspector the required unit inspection information for the appropriate month to be scheduled and inspected appropriately and timely.
- Assist the HQS Inspector with updating the HQS Inspection Daily Logs with required information such as Date/Time of Inspection; Inspection Type; Tenant Name/Address/Phone Number; Landlord Name / Phone Number; Pass/Fail; Comments.

J. Adjustments

- Performs all adjustments to tenant UHAP payments for prior months owed.
- Performs all adjustments to owner HAP payments for prior and future months. Recoup owed HAP from owners by setting up the appropriate adjustment for each month owed as well as sending owed HAP money back to an owner to the appropriate month it was supposed to have been paid. Make sure that the owner has other tenants and enough HAP going out for the next month before setting up a Recoup Adjustment. If the owner does not have any other participants, then the owner will need to be sent a letter to pay back the owed HAP amount within 30 days.

K. Miscellaneous

- Performs all work duties and activities in accordance with Renton Housing Authority (RHA) policies and procedures and federal regulations.
- Works in a safe manner and reports unsafe activity and conditions.
- Serves as the primary point of contact for questions and issues relating to an assigned caseload. Makes recommendations for improvements to procedures, policies, and software capabilities based upon working knowledge.
- Any other duties assigned.

**Education and Experience**

- High School diploma or GED equivalency and (2) years of experience in LIHTC and HCV program compliance; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work effectively.
- Must obtain HCV Specialist certification from Nan McKay or NAHRO credentials within the 1<sup>st</sup> year of employment or when available. Employee will have two attempts to pass the exam. If exam is not passed after two attempts, employment may be terminated due to the necessity of this knowledge for this position.
- Must be bondable and insurable.

- Possession of a valid WA motor vehicle operator's license is required.
- Computer and software experience in a related background.
- Knowledge of HUD / PHA regulations.
- Ability to read, interpret and understand and apply regulations by Federal, State, local laws and codes.
- Possess good mathematic/quantitative skills.
- Strong problem-solving skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- Candidate must read, write and speak in a manner reflecting a professional business position.

### Competencies

1. **Effective Communication:** Ability to clearly convey information and engage with diverse audiences.
2. **Interpersonal Skills:** Builds strong relationships with colleagues and clients.
3. **Confidentiality:** Maintains the highest standards of confidentiality in all interactions.
4. **Problem Solving:** Identifies challenges and implements effective solutions.
5. **Interviewing and Negotiating Skills:** Conducts interviews and negotiations effectively and professionally.
6. **Integrity and Ethical Standards:** Upholds ethical standards and integrity in all dealings.
7. **Attention to detail:** Precise and accurate documentation skills.
8. **Customer Service Excellence:** Provides outstanding service and support to clients.
9. **Computer Skills:** Proficient in Microsoft Office with a typing proficiency of at least 40 words per minute.
10. **Numerical Accuracy:** Performs calculations accurately and efficiently.
11. **Knowledge of HUD Policies:** Familiar with the policies, rules, and regulations of HUD and the Housing Authority, especially related to the HCV program.
12. **Team Collaboration:** Works effectively in a team environment to achieve shared goals.

### What We Offer:

- Competitive salary and benefits, including medical, dental and vision insurance, pension plans, annual and sick leave accrual, life and accidental death and dismemberment, employee assistance program and other benefits.
- A supportive work environment that promotes teamwork and opportunities for growth and advancement.

**Working Environment:**

The person holding this position will generally work in an office environment. They may be required to travel overnight for training, conferences or workshops.

**How to Apply:**

Please submit your resume and a cover letter detailing your qualifications and interest in this position via email to [rbc@rentonhousing.org](mailto:rbc@rentonhousing.org)

Renton Housing Authority is an equal opportunity employer and provides opportunities without regard to race, sex, color, national origin, religion, age, marital status, mental or physical disability, sexual orientation, or any other legally protected status. We comply with all applicable federal, state and local laws that prohibit discrimination in employment.