Public Housing Support Specialist/Front Office Position Description

Under the direction of the Executive Director, this position serves as a liaison with applicants and tenants to assure an efficient and effective application process as well as provides support to the PH operation. This position is responsible for complying with information necessary to meet Housing Authority goals and objectives in accordance with HUD regulations and the policies and procedures of the Housing Authority of Dry Ridge (HADR). Successful candidate must have excellent verbal and written communications; a high degree of initiative in managing multiple priorities in a fast paced, detail oriented environment; Ability to comprehend and interpret complex rules, regulations and laws; good organizational skills; ability to exercise good judgment; Ability to interact with diverse and special interest populations with tact and courtesy; Ability to work independently with frequent interruptions and to deal with high stress situations calmly and effectively; Advanced knowledge of Microsoft Office and general computer use.

The position is purposed to process initial, annual, and interim re-certifications for the program as assigned. The tasks describe the main functions of the job but are not intended to be all inclusive. The candidate is expected to know and reference HUD regulations regarding the public housing program, know and reference the Housing Authority of Dry Ridge (HADR) policies (Admissions and Occupancy Plan, Annual/5 Year Plan, Housekeeping policy, Grievance Procedure Policy, etc).

**Essential Duties and Responsibilities**

* Prepare, print and mail/email recertification letters to clients and case management.
* Process initial, annual, and interim recertification
* Verify income, assets, and deductions.
* Calculate family rental payments and proration!
* Run EIV reports
* Evaluate Background Checks
* Conduct housing briefings
* Assist in managing the waiting list!
* Maintain orderly/complete client files.
* Input Data into PHA-Web system
* Prepare re-certification packages.
* Communicate with maintenance, case management team and participants as needed.
* Manage workload, ensure all re-certifications are completed timely.
* Review monthly recertification list with supervisor to ensure timely completion.
* Ensure detailed notes are put into the system for each client and occurrence.
* Assist with monthly/yearly closing and opening of AR.
* Provide explanations of actions, and adjustments as required.
* Provide exemplary customer service.
* All other duties as assigned by the Executive Director.

**Required Knowledge, Skills, and Abilities:**

* Communication Proficiency - Able to convey complex information in a professional, clear, and concise fashion using correct grammar and punctuation. Type Proficiently, Read Comprehensibly, Effective Business Writer. Understands and practices the principles of effective listening. Strives to constantly improve communication skills.
* Time Management - Organizes time to assure attention to special projects and to day-to-day responsibilities by prioritizing.
* A high degree of initiative in managing multiple priorities in a fast paced, detail-oriented environment.
* Must be able to comprehend and interpret complex rules, regulations, and laws.
* Must be able to perform tasks with or without interruptions.
* Flexibility - Finds ways to adjust to working in different situations and with people who have different work and communication styles.
* Interpersonal Skills/ Knowledge of customer service practices - Commits to finding ways of providing exemplary customer service and working effectively with a wide array of people.
* Demonstrated ability to perform detail-oriented work.
* Proficient in Microsoft Office ( Word, Excel, Power Point, Outlook)
* Proficient basic math skills with the ability to choose the right mathematical methods or formulas to solve a problem.
* Read and write in English.
* High School Diploma
* Driver's License (Preferred)
* Must pass drug screen and background check