

POSITION TITLE: **ELIGIBILITY SPECIALIST**

November 2018

REPORTS TO: Section 8 Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Provides information and determines eligibility for rental assistance for low income households in the community.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Conducts file reviews to verify and re-certify eligibility; collects, documents and verifies information accurately; counsels clients regarding alternatives.
- * Remains current on applicable rules and regulations, other agencies, community resources, service organizations, and programs available in the area; makes appropriate referrals.
- * Maintains accurate records that provide for the proper evaluation and documentation of assigned services. Compiles program statistics.
- * Manages files, statistics and other information; may generate required reports using word processing and statistical programs; forwards documents as appropriate.
- * Prepares required reports and correspondence.
Answers phones; greets visitors; and makes appointments.
- * Resolves problems or emergencies affecting the availability or quality of services.
- * Monitors and reports on rental market trends.
- * May perform Housing Quality Standards Inspections as necessary.
Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of client assessment techniques.
- Thorough knowledge of eligibility criteria for rental assistance programs.
- Ability to prepare correspondence and documentation.

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- Thorough knowledge of federal, state, and local policies, procedures, and regulations applicable to area of assignment.
- Ability to analyze and evaluate client needs and develop and implement corrective action to resolve problems.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with clients, agency staff, and the general public.

WORKING CONDITIONS:

Work is primarily performed at a desk or is otherwise involved in activities requiring little lifting, climbing or working in tiring positions.

REQUIRED EDUCATION AND EXPERIENCE:

Associates degree; two years administrative experience; three years of experience in a housing or social service agency; and two years computer data entry experience;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

Access to reliable transportation.

Section 8 Eligibility Standards Certified within six months of employment.

Section 8 Rent Calculation Certified within six months of employment.

Acceptable completion of a criminal history background check.

Must be able to fully function in a drug free environment.

* **ESSENTIAL FUNCTIONS**