

Position Title: Program Representative

Department: Leased Housing

Status: Non-exempt

Salary: \$20.56/hour

POSITION SUMMARY:

The Program Representative assists the Leased Housing Department (Section 8) in administering federal and state voucher and certificate housing programs.

ESSENTIAL FUNCTIONS:

1. Schedules and conducts briefing sessions on housing program rules and regulations for applicants and landlords.
2. Verifies and monitors eligibility for continued participation in housing programs.
3. Verifies eligibility and issues vouchers.
4. Monitors progress of housing search and assists tenants with lease negotiations.
5. Reviews Request for Lease Approval for completeness.
6. Determines rent reasonableness and affordability; adjusts rents based on tenant income information.
7. Requests HQS Inspection and monitors progress.
8. Reviews lease documents for acceptability and prepares HAP Contract.
9. Performs all functions of annual and interim recertifications, including all data entry.
10. Reviews EIVs and identifies unreported, or underreported income.
11. Prepares HAP Payment Change Transmittals for all changes.
12. Prepares HAP Payment Vouchers for manual adjustments as necessary.
13. Monitors annual inspections for abatements and/or HAP terminations when necessary.
14. Investigates complaints from tenants and landlords.
15. Monitors "incoming" and "outgoing" vouchers under portability and perform all functions necessary for lease-ups, including billing functions.
16. Assists with the monthly balancing for the preparation of HAP checks.
17. Conducts quality control auditing.
18. Monitors tenants and landlords for continued eligibility and initiates termination proceedings if necessary by referring to HUD and State regulations.
19. Reviews and monitors tenant and landlords request to move or terminate lease, and make the necessary decisions for action.
20. Determines over-paid Housing Assistance Payments due to unreported or underreported income, and prepares Invoice and repayment agreements.

OTHER RESPONSIBILITIES:

1. Performs other work-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent; college degree preferred.
2. Minimum of three (3) years of general office experience.
3. Ability to calmly, professionally, and effectively negotiate and mediate disputes.
4. Strong interpersonal and organizational skills.
5. Excellent written and oral communication and customer service skills.



6. Strong mathematical skills.
7. Bilingual candidates (English/Spanish) preferred.
8. Detail-oriented; ability to maintain accurate records and prepare reports.
9. Good typing and basic computer skills; experience with Microsoft Office programs.
10. Knowledge of landlord/tenant law preferred.
11. Ability to be relied upon to be available for work.