



# HOUSING AUTHORITY OF SKAGIT COUNTY

*This institution is an equal opportunity provider and employer.*

**JOB TITLE:** Section 8 Housing Specialist/HASC Receptionist

**MAJOR FUNCTION AND PURPOSE:** This is a Non-Exempt, Full-Time position with normal working hours from Monday through Friday, 8:00 a.m. to 5:00 p.m. This position requires understanding of, and commitment to the agency and the agency's mission and vision. This position is responsible for direct administrative support to the Section 8 Department and performs reception duties for all departments at the Housing Authority. The position requires excellent organizational and communication skills, and an ability to work positively and cooperatively with the rest of the Section 8 Team, landlords, community partners, and HASC customers and staff.

**REPORTS TO:** Section 8 Program Manager.

**SUPERVISION:** Person in this position does not supervise staff.

**COMPENSATION AND BENEFITS:**

- ❖ Starts at \$15.00/HR (DOE)
- ❖ Vacation and Sick Leave.
- ❖ Medical, Vision, Dental
- ❖ Retirement. (PERS 2 or 3; additional optional, supplemental plan also available)

**DUTIES INCLUDE:**

1. Answer HASC phones and triage caller needs; then offer assistance or direct clients to the appropriate HASC staff or refer to appropriate community resources.
2. Process and distribute agency mail on a daily basis.
3. Manage on-line calendars for agency departments.
4. Receive and process housing applications for Section 8, Farm Labor, and or Low-Income housing waiting lists.
5. Assist in Section 8 wait list maintenance tasks such as printing letters and updating HASC data base.
6. Conduct interviews with Section 8 applicants to determine initial eligibility.
7. Determine documentation needed based on family composition, employment, income and related criteria and perform verifications according to HUD requirements and HASC procedures.
8. Contact third party sources for collecting information by phone, fax, mail or email. Log and track file status.
9. Enter information into computer using agency software; prepare standard letters and documents.
10. Set up and properly maintain participant files according to HUD requirements and HASC procedures.
11. Complete, file and maintain required documentation according to HUD regulations and HASC policies, including assembly of participant files.
12. Prepare recertification packets to mail out to clients and landlords.
13. Process files and documentation for recertification and forward to the Section 8 Housing Specialist.
14. Complete rental increase requests from landlords according to HUD regulations and HASC policies.
15. Use office equipment such as multi-line phones, printing centers, postage machines etc.



ELDERLY & FAMILY HOUSING

LOW-INCOME WEATHERIZATION



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16. Attend weekly staff meetings.
17. Represent HASC at Informal Hearings, when requested
18. Other duties as assigned.

## **DESIRABLE QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:**

1. Ability to work with a high degree of accuracy and attention to detail in a fast-paced atmosphere.
2. High standards for work ethics: be punctual, dependable, organized and be able to follow instructions.
3. Ability to learn, follow and apply complex regulations and procedures.
4. Ability to write clearly and legibly; correct use of spelling, grammar, punctuation and letter formatting.
5. Ability to interact with the public and other employees with courtesy, tact and good judgment.
6. Ability to work with Excel, Word, Outlook and agency specific data-base systems.
7. Knowledge of local social service agencies and community resources to provide information and referral services to applicants and program participants.
8. Bi-lingual or multi-lingual; ability to translate for staff, customers and the general public.

## **EDUCATION, EXPERIENCE AND CERTIFICATES:**

Education: Must have a High School Diploma or GED.

Attend Housing Specialist training within one year of employment and obtain certificates in compliance with regulations and confidentiality.

### **Experience:**

- Have (and maintain in good standing) a Washington State Driver's License and evidence of a good driving record for pre and continued employment.
- Must be able to drive compact company vehicle & must be eligible for coverage on HASC's insurance.
- Have knowledge of professional business office practices and procedures.
- Written communication skills to convey and exchange information. The ability to prepare correspondence and reports using prescribed formats and in accordance with federal and agency policy and procedures.
- Verbal communication skills to deliver information and explain procedures.



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**The ideal candidate should have the following experience or the ability to acquire the knowledge during training, within 1 year of employment at HASC:**

- Complete reports and required documentation using a computer and associated software.
- Have knowledge and be able to maintain compliance with Fair Housing and Washington State Landlord/Tenant Laws.
- Have experience with administrative procedures, policies, and program regulations as they pertain to the Section 8 Program, tax credit or other affordable housing programs.

**OTHER POSITION REQUIREMENTS:** Candidates determined to meet the qualifications for this position must pass a criminal history background and a driving record check as a condition to employment, once he/she is selected.

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

R = RARELY    O = OCCASIONALLY    F = FREQUENTLY

Physical Activity	R	O	F
Sitting			X
Stationary Standing	X		
Walking		X	
Crouching (bend at knee)	X		
Kneeling/crawling	X		
Bend at waist	X		
Twisting (knees/ waist/ neck)	X		
Climbing	X		
Grasping			X
Driving a car		X	
Repetitive motions (keyboard/data entry)			X
Lifting/Carrying: --- <b>30 pounds</b>		X	

To apply – send Cover Letter & Resume to: Hiring Committee / 1650 Port Drive / Burlington, WA / 98233 or submit resume by email to: [HRC@skagitcountyha.org](mailto:HRC@skagitcountyha.org) with subject line: Section 8 Housing Specialist/HASC Receptionist -- RESUME & CV LETTER.

Housing Authority of Skagit County is an equal opportunity employer. No applicant will be discriminated against because of race, color, national origin, sex/gender, familial status, disability or religion.

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility; however, they*



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*should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload. Work can involve extensive times sitting at a desk and working with a computer, monitor, keyboard and mouse. The successful applicant must also be able to drive company vehicles. This job description does not constitute an employment agreement between the employer and the employee, and is subject to change as the needs of the employer and requirements of the job change.*



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