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| **Position Title:** | Housing Processor | **Department:** | HCVP |
| **Reports to:** | Director of HCV Program | **Employment Status:** | Full-Time |
| **FLSA Status:** | Non-Exempt | **Date Created:** | August 2020 |
|  |  | **Revision Date:** | September 2021 |

**Summary**

The primary purpose of this position is to provide support to the Housing Specialist by collecting, processing, printing, verifying documentation and filing. The incumbent answers or refers questions and provides information in person and over the phone, respectfully listening and communicating to help resolve problems. This position performs a variety of administrative and clerical duties in support of the HCV Program Department.

All activities must support The Greenville Housing Authority’s (“TGHA” or “Authority”) mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

* Maintain, prepare, and mail packets for interim and annual re-certifications accordingly to ensure timely completion by Housing Specialists; follow-up to ensure returned packets are accurate and complete; prepare and mail out Applicant Eligibility packets; verify and update contact information.
* Generate and review EIV reports for Participant Recertifications; make notes to file.
* Review and follow up on returned application packets to ensure all required documents are accurate and complete.
* Ensure all incoming documents received, are date stamped and follow-up with timely Missing Document letters and EOPs, when applicable.
* Assists in conducting participant interviews for Interim and Annual Recertifications, as needed.
* Establish and maintain Participant color-coded monthly file folders and other office records; breaks down and sets up new files in accordance with established policies and procedures.
* Operates a variety of equipment such as telephone, calculator, computer, copier, fax machine, etc.
* Distribute completed document file to Housing Specialists.
* May review Requests for Tenancy Approval to ensure accuracy and completion of required information, may prepare Utility Allowance and process affordability of RFTA and send RFTA process notification letters.
* May verify email contact for scheduling Online Briefings, send emails to schedule 0/L Briefings and prepare daily or weekly logs for Housing Specialists to issue vouchers; distribute notification of scheduled briefings to all HCV Team Members.
* Make notes on each file in the system after each transaction and phone call.
* Perform other assigned related duties.

**Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind.  Recognizes work colleagues as customers.

*Effective Communication:*  Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:*Proactively seeks solutions to resolve unexpected challenges.  Actively assists others without formal/informal direction.  Possesses the capacity to learn and actively seeks developmental feedback.  Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:*  Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

**Job Competencies**

* Knowledge of the general operations and procedures of a medium-sized office.
* Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
* Skill in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors and the use of message retrieval and transmission systems.
* Ability to compose effective correspondence accurately and rapidly.
* Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
* Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.

**Education and/or Experience**

High school diploma or GED and a minimum of two (2) years of experience as a receptionist or customer service representative. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver’s license and the ability to be insurable under the Authority’s automobile insurance plan at the standard rate.

**Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

**Read and Acknowledged**

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**Employee Signature Date**

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**Employee Name [printed]**