



## Position Description

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|------------------------|----------------------------------|---------------------------|------------------------|
| <b>Position Title:</b> | <b>HCV Homeownership Liaison</b> | <b>Department:</b>        | Housing Choice Voucher |
| <b>Reports to:</b>     |                                  | <b>Employment Status:</b> | Part-Time              |
| <b>FLSA Status:</b>    | Non-Exempt                       | <b>Date Revised:</b>      | October 2025           |

### Summary

The primary purpose of this position is to coordinate, develop, plan, and monitor Homeownership Programs while providing clients with technical assistance and community support resources. The incumbent ensures program compliance with HUD regulations, Greenville Housing Authority policies, and program guidelines. This role develops partnerships with financial institutions and related agencies, serves as the Authority's liaison with state, city, and federal agencies and community groups, and collaborates with Move to Work staff to support participants in achieving homeownership goals.

All activities must support the Greenville Housing Authority ("TGHA") 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.*

- Enforce and ensure compliance with HUD regulations, Housing Choice Voucher rules, real estate transaction practices, and program guidelines.
- Coordinate, develop, plan, and monitor various Homeownership Programs, evaluating and recommending program modifications as needed.
- Provide technical assistance to clients, including pre- and post-occupancy counseling, financial workshops, and identifying community support resources.
- Develop and maintain partnerships with financial institutions and other agencies to support homeownership and community development initiatives.
- Prepare and update program marketing materials and assist with recruitment of eligible residents from HCV and MTW programs.
- Support the agency's MTW homeownership objectives and participate in program planning and implementation.
- Act as liaison with community groups, agencies, and government officials, providing guidance on HUD laws, HCV regulations, and program guidelines.
- Prepare correspondence, compile reports, and maintain records related to homeownership programs.
- Attend meetings, give presentations, and serve as a resource on homeownership initiatives.
- Conduct research on urban homeownership trends, neighborhood revitalization strategies, and down payment assistance programs.
- Performs other duties as assigned.

### Behavioral Competencies



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*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. Use 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 on 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 TGHA properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated ability to understand the terms, conditions, and content of HCVP regulations.
- Knowledge of the proper TGHA procedures for collecting, processing, and recording HCVP transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the HUD and TGHA program requirements to potential participants.
- Skill in customer service and resident relations.
- Skilled in modern office practices and procedures, business correspondence, proper English usage, spelling, grammar and punctuation.
- Ability to prepare and present information, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.



## **Position Description**

- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. 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 administrative experience supporting the Housing Choice Voucher Program. 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.

Must receive HCV Rent Calculations Certification within 4 months of hire.

## **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 accommodation 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 to 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 accommodation 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**

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**Date**

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**Employee Name [printed]**