

# ***BAYTOWN HOUSING AUTHORITY***

Post Date: 10/25/2023

## **Position Available:**

Job Title: HCV Support Clerk

Job Type: Full-Time

Hours: 7:00 am to 5:30 pm (Monday thru Thursday)

Pay Rate: Commensurate with experience

How to Apply: Contact Joyce Young (Executive Director) at 281-427-6686 x 111 or at [joycey@baytownhousing.org](mailto:joycey@baytownhousing.org)

## **Description**

### **General Summary**

The HCV Support Clerk will be responsible for assisting the Director/Supervisor and caseworkers of the Housing Choice Voucher Program. For example, assist with maintaining waiting list, documenting participant eligibility, scheduling appointments, verification of income and assist in filing.

### **Duties and Responsibilities**

1. Assist with maintaining the HCV waiting list
2. Assist as required, in sending letters inviting applicants to provide updated/current documentation to support their eligibility for the program.
3. Assist in conducting applicant intake interviews
4. Assist in obtaining necessary verification and other required information
5. Assist in Notifying ineligible applicants
6. Conduct criminal history check on all adult members as require by HUD
7. Properly process applicants' files as assigned within prescribed timeframe
8. Assists with department audits as required, including researching dead file data.
9. Serve as backup to the receptionist, as necessary.
10. Perform other related duties as required.

### **Knowledge, Skills, and Abilities Required**

1. Demonstrated ability to use time-management skills to achieve success with schedules, workloads, and deadlines

2. Ability to utilize organizational skills to assist in managing all aspects of a client's case, including tracking activities and updating records
3. Assist in managing files and documents, follow recordkeeping requirements and maintain confidentiality
4. Requires skilled reading, analyzing and Interpreting government regulations, policies, and procedures
5. Assist in managing multiple work streams and priorities simultaneously while maintain quality, customer service standards and accuracy
6. Requires interpersonal, written, and verbal communication skills and the ability to forge positive relationships with clients, co-workers, and colleagues

#### **MINIMUM REQUIREMENTS**

- High School Diploma
- Must have previous office experience and excellent customer service
- Preferred Housing experience, knowledgeable of HUD rules and regulations
- Ability to communicate with and relate to persons of diverse backgrounds and abilities; and be able to establish and maintain effective working relationships with participants and other employees
- All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed