



## Job Description

**Job Title:** HCV Assistant  
**Report to:** HCV Case Manager  
**FLSA Status:** Non-Exempt/Hourly

### Job Statement:

Performs a variety of administrative duties at the Central Office Cost Center (COCC) within the Housing Choice Voucher (HCV) Department. HCV Assistant is responsible for assisting HCV Case Manager and administering HCV unit inspections.

### Duties and Responsibilities:

*This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, when appropriate. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.*

### Administrative Assistance (70%)

- Assists with preliminary applications/screenings.
- Assists in preparation of appointment letters, application packets, recertification packets and the mailings.
- Assists in collection of information and documentation pertinent to eligibility.
- Assists in processing information collected at appointment and submits appropriate verifications by mail, e-mail, fax or phone according to HUD regulations and PHA policy.
- Assists in maintaining all files during processing, voucher issuance, and after lease up to client files.
- Assists in scanning files into FileVision.
- Assists with the annual waiting list purge.
- Assists clients to locate suitable housing in accordance with the HCV Program.
- Contributes to team effort by accomplishing other duties as assigned.

### Inspections (30%)

- Perform inspections including initial, annual, and special inspections as well as re-inspections of failed units.
- Remain familiar and current with U.S. Department of Housing and Urban Development Federal Regulations and state and local building codes as they relate to the Housing Choice Voucher program.

- Ensure that acceptability criteria and performance requirements for all HCV dwelling units complies both at commencement of assisted occupancy and throughout the assisted tenancy.
- Mediate and negotiate communication with client and landlord as needed concerning failed inspections and condition of unit inspections.
- Coordinate with HCV Case Manager to ensure timely inspections at admission to program, annual re-certification, and condition of unit inspections.
- Treat all residents and landlords in a respectful non-judgmental manner.
- Respond to inquiries, phone calls, correspondence in a timely and responsive manner.
- Maintain required reports and statistics on a monthly and annual basis as required.

**Qualifications and Knowledge:**

- Associates degree in social service/business administration or related field preferred OR, two years of experience in related field OR, an equivalent combination of experience and education.
- Advanced computer skills including proficiency in Microsoft Office products.
- Strong teamwork skills with the ability to communicate clearly and concisely with clients, team members, service providers and the public orally and written.
- Understanding of low-income client populations.
- Ability to maintain confidentiality.
- Possession of a valid driver's license and insurability under the Authority's insurance carrier's standards.
- Must complete NSPIRE training within 60 days of hire.