

Worcester Housing Authority
40 Belmont Street
Worcester, MA 01605

Position Title: Program Representative

Department: Leased Housing

Status: Non-exempt

Level: 5

POSITION SUMMARY:

Administers federal and state voucher and certificate housing programs.

ESSENTIAL FUNCTIONS:

1. Schedules and conducts briefing sessions on housing program rules and regulations for applicants and landlords.
2. Verifies and monitors eligibility for continued participation in housing programs.
3. Verifies eligibility and issues vouchers.
4. Monitors progress of housing search and assists tenants with lease negotiations.
5. Reviews Request for Lease Approval for completeness.
6. Determines rent reasonableness and affordability.
7. Requests HQS Inspection and monitors progress.
8. Computes and adjusts rents based on tenant income information.
9. Reviews lease documents for acceptability and prepares HAP Contract.
10. Performs all functions of annual and interim recertifications, including all data entries.
11. Reviews EIVs and identifies unreported, or underreported income.
12. Prepares HAP Payment Change Transmittals for all changes.
13. Prepares HAP Payment Vouchers for manual adjustments as necessary.
14. Monitors annual inspections for abatements and or HAP terminations when necessary.
15. Investigates complaints from tenants and landlords.
16. Monitors “incoming” and “outgoing” vouchers under portability and perform all functions necessary for lease-ups, including billing functions.
17. Assists with the monthly balancing for the preparation of HAP checks.
18. Conducts quality control auditing.
19. Monitors tenants and landlords for continued eligibility and initiates termination proceedings if necessary by referring to HUD and State regulations.
20. Reviews and monitors tenant and landlords request to move or terminate lease, and make the necessary decisions for action.
21. Determines over-paid Housing Assistance Payments due to unreported or underreported income, and prepares Invoice and repayment agreements.
22. Reviews and approves all work performed by Principal Clerk.

OTHER RESPONSIBILITIES:

1. Performs other work-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent.
2. Minimum of three (3) years of general office experience.
3. Ability to negotiate and mediate disputes.
4. Strong interpersonal and organizational skills.
5. Excellent customer service skills.
6. Effective written and oral communication skills.
7. Strong mathematical skills.
8. Ability to read, write, speak and understand English well; ability to read, write, speak and understand Spanish preferred.
9. Ability to maintain accurate records and prepare reports.
10. Ability to read and understand state and federal regulations.
11. Ability to type quickly and accurately.
12. Knowledge of basic computer skills with the ability to learn department-specific software.
13. Knowledge of basic tenant/landlord law preferred.
14. Ability to be relied upon to be available for work.