HOUSING AUTHORITY OF PROVO

Eligibility Specialist

Organization: Provo City Housing Authority

Job Title: Eligibility Specialist

Location: Provo, Utah

Job Type: Full-time, 40 hours per week, Non-Exempt

Shift and Schedule: Monday through Thursday, 10-hour shifts.

Pay Range: Between $19.00 and $22.00 an hour, commensurate with experience.

About Us: Provo City Housing Authority (PCHA) intentionally supports the well-being and self-reliance of families and individuals by providing resources that compassionately promote confidence, stability, and opportunities to build and fortify a stronger community. As a vital part of our mission, we are seeking a skilled and experienced Eligibility Specialist to support our Housing Choice Voucher Program.

Job Description: Under the supervision of the Rental Subsidy (HCV) Manager, the Eligibility Specialist assists in advancing the mission of the Provo City Housing Authority (PCHA) by supporting the Housing Choice Voucher (HCV) program. This role involves determining the eligibility of individuals and families and managing the waiting list in compliance with HUD regulations and PCHA policies and procedures. Responsibilities include performing various technical, administrative, scheduling, and processing duties related to the HCV program.

ROLE AND RESPONSIBILITIES:

- Conducts eligibility interviews with applicants as they reach the top of the waiting list to ensure timely participation in various housing assistance programs. E
- Obtains and verifies all required documentation from applicants (e.g., income verification, bank statements, birth certificates, Social Security numbers) and updates information accordingly in the electronic system and physical files. E
- Collaborates and communicates with HCV program staff to identify needs and facilitate the filling of vacancies. E
- Performs criminal background checks on all adult members of applicant households. E
- Transfers pre-screened eligible applicants' files to the HCV Specialist. E
- Maintains accurate, complete, and confidential applicant and participant files—both electronic and paper—in accordance with HUD, PCHA, and State Examiners' audit standards. E
- Determines applicant eligibility, processes denials, and withdraws applications in accordance with HUD regulations and PCHA policies. E

- Provides excellent customer service by responding promptly to calls, emails, and walk-in inquiries, and by assisting applicants and the public with program information and referrals. E
- Evaluates customer needs and makes appropriate referrals to internal staff or external service providers. E
- Familiarize oneself with community resources to better assist clients. E
- Provides copies of all documentation to applicants upon request. E
- Attends regular staff meetings. E
- Manages the mailing of outgoing correspondence daily. E
- Acts as the primary backup for the receptionist, covering lunch breaks and other short-term absences as required. E
- Maintains W-9 forms and other relevant documentation. E
- Manages and updates the waitlist for HCV and specialized programs. E
- Processes all port-ins and port-outs for participating programs. E
- Assists applicants with completing housing assistance applications. E
- Apply independent judgement to complex housing needs fairly and consistently in accordance with continually changing regulatory rules, HUD regulations, and PCHA policies and procedures. E
- Provide Federal and local housing program information, including policies and procedures, to the public; work with and build relationships with housing specialists and other agencies.
- Complete detailed data entry for participant files; operate assigned equipment such as computers, printers, voice mail, copiers, fax machine, etc. E
- Attend all required training and safety meetings; use, maintain, and replace assigned personal protective equipment; report all injuries and illnesses to the supervisor immediately; complete and submit incident/accident report as required; report hazardous conditions or unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies, and procedures. E
- • Schedules and conducts orientations and voucher issuance briefings; counsels families on subsidy calculations, affordability, and program obligations. E
- Perform related duties as assigned.

QUALIFICATION AND EDUCATION REQUIREMENTS:

- Competitive salary: Between $19.00 and $22.00 an hour, commensurate with experience.
- Education: High School diploma or GED equivalent.
- Experience: 1 to 2 years' work experience in data entry, PC word processing, or automated accounting systems, and general office practices and procedures, or one year of experience as a Customer Service Specialist, social service position, or equivalent. Experience working with the homeless or other vulnerable populations. Excellent communication, conflict resolution, negotiation, problem-solving, crisis management, and organizational skills.

- Licenses and Other Requirements: HCV Eligibility Certification is due within 12 months of hire.

COMPETENCIES, KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Modern office practices and procedures.
- Office equipment, such as a computer, calculator, copier, printer, fax machine, etc.
- Accurate mathematical calculations, including computing averages and percentages.
- HUD's policies, rules, and regulations regarding the Housing Choice Voucher (HCV) Program.
- Financial and statistical record-keeping skills and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills include tact, diplomacy, patience, and courtesy.
- Letter and report writing techniques.
- Good telephone etiquette.
- Customer service principles and practices.
- Interviewing techniques.
- Word processing, spreadsheet, and database software, including Word, Excel, and a participant software program.

ABILITY TO:

- Be prompt, dependable, and professional, demonstrating a pleasant and patient attitude with a strong desire to assist others while approaching problems proactively and with a solution-focused mindset.
- Work cooperatively and respectfully with staff, participants, housing providers, and the general public in handling multiple tasks with frequent interruptions and changes in priorities.
- Handle stressful situations and time-sensitive deadlines.
- Work effectively with angry, hostile, and/or verbally abusive individuals.
- Work with diverse populations.
- Interpret and explain PCHA and HUD rules, regulations, and policies, and other requirements related to applicant eligibility, rent calculation, and determining appropriate bedroom size and lease forms.
- Obtain PCHA-recognized certification.
- Accurately complete basic math computations, including computing averages and percentages.
- Plan, schedule, and perform a variety of responsible technical and clerical work in support of assigned functions.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Communicate effectively verbally and in writing.

- Meet schedules and timelines.
- Plan, organize, and prioritize workload.
- Understand and follow verbal and written instructions.
- Operate a variety of office machines such as a PC, copier, and other office equipment as needed.
- Perform data entry efficiently and accurately.
- Prepare letters, memos, and reports.

PREFERRED SKILLS:

- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.
- Highly focused and critical thinking skills.

WORKING CONDITIONS:

- Environment: Office environment with occasional visits to community sites.
- Physical Abilities: Hearing and speaking to exchange information in person and on the telephone. Seeing to read a variety of materials. Dexterity of hands and fingers to operate a computer keyboard. Bending at the waist, kneeling, or crouching.
- Hazards: Contact with frustrated, dissatisfied, or rude individuals.

ADDITIONAL NOTES:

- Prolonged periods sitting at a desk and working on a computer.
- Prolonged periods of standing and bending.
- Must be able to lift up to 15 pounds at times.
- Typical setting is in an office with a moderate office noise level.

Benefits:

- **Competitive salary:** Commensurate with experience.
- **Employer-paid health and dental insurance** for employees.
- **Retirement benefits:** Pension plan and **401(k) with employer match.**
- **Generous paid time off (PTO)** to support work-life balance.
- **12 paid holidays** plus additional personal days.
- **Flexible 4-day workweek** (Monday-Thursday, 10-hour shifts).
- **Professional development:** Employer-sponsored training and career development, and growth opportunities.

- **Wellness perks,** including mental health support and an employee assistance program (EAP).
- **Meaningful work:** Make a real impact by helping families and individuals in need.

How to Apply: If you are interested in joining our team as an Eligibility Specialist, please submit your resume and cover letter detailing your relevant experience and qualifications to joyler@provohousing.org.

Provo City Housing Authority is an equal opportunity employer and values diversity in the workplace. We encourage candidates from all backgrounds to apply.