



JOB DESCRIPTION

HCVP CLERK

SUPERVISION RECEIVED:

The HCVP Clerk shall work under the direct supervision of the HCVP Manager and the indirect supervision of the COO.

SUPERVISION EXERCISED:

None

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

The HCVP Clerk will provide assistance to the waitlist, intake, and leasing functions of the Housing Choice Voucher Program (HCVP). The incumbent support the HCVP operations by conducting a wide variety of clerical and administrative tasks.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

POSITION RESPONSIBILITIES:

1. Provides clerical and administrative support to the HCV team, including recordkeeping, document generation, data tracking, telephoning, mailing, and filing.
2. Responds to requests in a prompt and courteous manner; identifies administrative needs of the department and develops appropriate solutions and/or recommendations.
3. Provides customer service to applicants, participants, property owners, and their agents; answers incoming calls; responds to inquires regarding program information, and the recertification process.
4. Establishes and maintains filing system and clerical procedures for recertifications; keeps the system and files up-to-date and accurate at all times. Processes paperwork for the HCVP transactions and ensures filing of required documentation.
5. Conducts data entry regarding tenant changes and recertifications.

6. Ensures that accurate and complete files are submitted to the Coordinators and Supervisor within reasonable time frame; ensures completed files are stored in online tenant file system.
7. Ensures receipt of required documentation by coordinating with participants and appropriate third parties.
8. Conducts mailing or recertification applications and other documents.
9. Assist applicants and tenants in completing paperwork; acts as or obtains service of Notary Public as required.
10. Coordinates criminal background checks for household additions.
11. Performs other related duties as assigned.

BEHAVIORAL COMPETENCIES:

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 GHA. Uses appropriate judgment & decision making in accordance with level of responsibility.
- **Ethics:** Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **Problem Solving:** Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **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 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.
- **Attendance/Punctuality:** Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Adaptability:** Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **Organizational Support:** Follows policies and procedures; completes administrative

tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

- **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.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of HUD, federal, state, and local laws and regulations, as well as GHA policies and procedures related to the position.
- Knowledge of the general operations and procedures of GHA properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting GHA's housing programs and demonstrated ability to understand the terms, conditions, and content of the HCVP regulations.
- Knowledge of the proper GHA 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 GHA program requirements to applicants and current voucher participants.
- Skill in customer service and tenant relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, participants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

REQUIRED EDUCATION AND EXPERIENCE:

High School Diploma or GED and a minimum of two (2) years of experience providing administrative support. 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 GHA's automobile insurance plan at the standard rate.

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 accommodations 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 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 accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment. The noise level in the work environment is moderate.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date

Salary Range:

Minimum: \$14.42/hour

Maximum: \$17.22/hour



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