



Position Description

Position Title:	HCV Case Manager	Department:	HCVP
Reports to:	HCV Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	October 2017

Summary

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Reviews documents and third-party income verifications in accordance with local regulations and United States Department of Housing and Urban Development (HUD) requirements for third party verification. Ensures compliance of annual and interim files and notifies appropriate party when participants or landlords are missing required documentation from files.
- Calculates total tenant payment, tenant rents, housing assistance payments, and utility allowance payments in a timely manner and in accordance with Housing Authority and HUD requirements.
- Analyzes Enterprise Income Verification (EIV) reports and compares EIV information with documents provided by participants to determine reporting discrepancies. Addresses or escalates discrepancies as required.
- Performs data entry in Visual Homes system and generates HUD 50058 forms to be submitted to HUD via the PIC system.
- Generates HAP contract amendments in Visual Homes system and distribute copies to landlords and participants via first class mail and/or email.
- Maintains filing system to organize transaction files in accordance with standardized file checklist; scans documents into Visual Homes system.
- Performs quality control audits and makes corrections to tenant files.
- Prepares files for third party and HUD audits.
- Forwards files to Compliance staff to review for possible program violations as appropriate.
- Prepares correspondence along with technical and status reports to inform management of the progress of assigned activities.
- Monitors and tracks zero income participants every 90 days.
- Performs administrative and clerical duties, assisting HCV staff and other departments as required.
- Completes 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



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activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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.

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.

Job Competencies

- Knowledge of the general operations and procedures of TGHA properties and the Housing Choice Voucher Program.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated ability to understand the terms, conditions, and content of HCVP regulations.
- Knowledge of the proper TGHA 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 TGHA program requirements to potential participants.
- Skill in customer service and resident 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, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience



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High school diploma or GED and a minimum of two (2) years of administrative experience supporting the Housing Choice Voucher Program. 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 the Authority’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.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]