



## JOB DESCRIPTION

|                             |                    |                           |  |
|-----------------------------|--------------------|---------------------------|--|
| <b>POSITION TITLE:</b>      | Program Specialist | <b>REPORTS TO:</b>        | Director of Housing Choice Voucher Program |
| <b>DEPARTMENT/DIVISION:</b> | HCV                | <b>FLSA STATUS:</b>       | Non-Exempt                                 |
| <b>DATE:</b>                | August 27, 2024    | <b>EMPLOYMENT STATUS:</b> | Full-Time                                  |

### BRIEF DESCRIPTION:

The Housing Choice Voucher Program Specialist performs administrative clerical, technical and case management work for current program participants. This is accomplished by maintaining a working knowledge of policies and procedures established by KCKHA ensuring compliance with all HUD rules and regulations, routinely interacting with program staff, landlords, and participants.

### ESSENTIAL FUNCTIONS:

*The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.*

| (S) Sedentary   | (L) Light   | (M) Medium  | (H) Heavy   | (V) Very Heavy   |
|---|---|---|---|--|
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly. |

| #  | Code | Essential Functions  | % of Time |
|----|------|--|-----------|
| 1  | S    | Performs and conducts interviews,  |           |
| 2  | S    | Recertifications and or Interim exams by coordinating meetings with participants;  |           |
| 3  | S    | Determining continual program eligibility, verifying income, assets, and family composition while reviewing EIV reports;   |           |
| 4  | S    | Verifying accuracy of information received from participants;  |           |
| 5  | S    | Calculating income and tenant portion of rent; conducting data entry and file maintenance  |           |
| 6  | S    | Generating HAP payments, adjustments and or overpayments to landlords;   |           |
| 7  | S    | Assisting with all aspects of the lease agreement between landlord and tenant  |           |
| 8  | S    | Scheduling appointments; responding timely to inquiries from owners, participants and general public calls and emails.   |           |
| 9  | S    | Assist program participants by referring to other community-based organizations for assistance beyond rental subsidy   |           |
| 10 | S    | Processes Request for Tenancy Approvals by conducting rent reasonableness  |           |
| 11 | S    | Communicating with housing inspectors; participate in briefings and activations by assisting applicants with paperwork   |           |
| 12 | S    | Manages port-ins and port-outs by receiving initial paperwork for port-ins   |           |
| 13 | S    | Ensuring all necessary information is accounted for and accurate.  |           |
| 14 | S    | Clarifying calculations; issuing vouchers; maintaining files; filing out forms for port-outs; issuing necessary vouchers; compiling proof of income information; |           |



| #  | Code | Essential Functions  | % of Time |
|----|------|--|-----------|
| 15 | S    | Ensuring that all necessary paperwork is accounted for; and mailing application to the receiving agency.   |           |
| 16 | S    | Investigates programs and or lease violations for program abuse determining possible termination of program assistance.                          |           |
| 17 | S    | Executes request for hearings and repayments; coordinating with hearing officer and Director of Section 8/HCV; calculating amount owed (if any). |           |
| 18 | S    | Verifying repayment amount calculated; contacting participant; creating a repayment contract; and directing participant on payment applications. |           |

## JOB REQUIREMENTS:

| <b>-Description of Minimum Job Requirements-</b> |   |
|--|---|
| Formal Education                                 | Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.   |
| Experience                                       | Over one year up to and including three years.  |
| Supervision                                      | Job has no responsibility for the direction or supervision of others.   |
| Human Collaboration Skills                       | Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions |
| Freedom to Act                                   | Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.  |
| Technical Skills                                 | Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.   |
| Fiscal Responsibility                            | Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.  |
| Reading  | Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.   |
| Math   | Intermediate – Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions, and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.  |
| Writing  | Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.   |
| Knowledge & Skills                               | General knowledge of appropriate Agency policies, procedures, and practices pertaining position requirements.<br>Thorough knowledge of generally accepted business principles, practices, and techniques.   |
| Certification & Other Requirements               | Must possess a valid driver’s license and maintain a good driving record.<br>PIC Certification: Housing Choice Voucher eligibility and rent calculation certification;<br>Housing Quality Standard Certification.   |



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| <b>-Description of Minimum Job Requirements-</b> |
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|---|
| Must pass employment drug screening and criminal background check.<br>Must work with the highest degree of confidentiality. |
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## OVERALL PHYSICAL STRENGTH DEMANDS:

| -Physical strength for this position is indicated below with "X"-                               |  |          |   |   |  |
|---|--|----------|---|---|--|
| Sedentary   | Light  | <b>X</b> | Medium  | Heavy   | Very Heavy   |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. |          | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

## PHYSICAL DEMANDS:

| C                        | F                            | O                      | R                          | N             |
|--------------------------|------------------------------|------------------------|----------------------------|---------------|
| Constantly               | Frequently                   | Occasionally           | Rarely                     | Never         |
| 2/3 or more of the time. | From 1/3 to 2/3 of the time. | Up to 1/3 of the time. | Less than 1 hour per week. | Never occurs. |

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

| -Physical Demand-                  | -Frequency- | -Brief Description-   |
|------------------------------------|-------------|---|
| Standing                           | O           | observing work duties, communicating with co-workers                            |
| Sitting                            | F           | desk work   |
| Walking                            | O           | to other departments/offices/office equipment                                   |
| Lifting                            | O           | supplies  |
| Carrying                           | O           | supplies  |
| Pushing/Pulling                    | O           | file drawers, equipment   |
| Reaching                           | O           | for supplies, for files   |
| Handling                           | F           | paperwork, monies   |
| Fine Dexterity                     | F           | computer keyboard, calculator   |
| Kneeling                           | O           | filing in lower drawers, retrieving items from lower shelves/ground             |
| Crouching                          | R           | retrieving items from lower shelves/ground                                      |
| Crawling                           | N           |   |
| Bending                            | R           | filing in lower drawers, retrieving items from lower shelves/ground             |
| Twisting                           | N           |   |
| Climbing                           | R           | step stool  |
| Balancing                          | N           |   |
| Vision                             | C           | reading, computer screen  |
| Hearing                            | O           | communicating via telephone/radio, to co-workers/public, listening to equipment |
| Talking                            | F           | communicating via telephone/radio, to co-workers/public                         |
| Foot Controls                      | N           |   |
| Other<br>(specified if applicable) |             |   |



## MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer hardware and software, printer, scanner, fax machine, telephone, calculator, Microsoft Office Suite

## ENVIRONMENTAL FACTORS:

|                          |                        |                          |                    |                   |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|
| <b>C</b><br>Continuously | <b>F</b><br>Frequently | <b>O</b><br>Occasionally | <b>R</b><br>Rarely | <b>N</b><br>Never |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|

|                   |                                    |                                     |                        |                   |
|-------------------|------------------------------------|-------------------------------------|------------------------|-------------------|
| <b>D</b><br>Daily | <b>W</b><br>Several Times Per Week | <b>M</b><br>Several Times Per Month | <b>S</b><br>Seasonally | <b>N</b><br>Never |
|-------------------|------------------------------------|-------------------------------------|------------------------|-------------------|

| -Health and Safety Factors- |   |
|-----------------------------|---|
| Mechanical Hazards          | N |
| Chemical Hazards            | N |
| Electrical Hazards          | N |
| Fire Hazards                | N |
| Explosives                  | N |
| Communicable Diseases       | N |
| Physical Danger or Abuse    | N |
| Other (see 1 below)         | N |

| -Environmental Factors- |   |
|-------------------------|---|
| Respiratory Hazards     | M |
| Extreme Temperatures    | S |
| Noise and Vibration     | N |
| Wetness/Humidity        | N |
| Physical Hazards        | N |

(1) N/A

## PROTECTIVE EQUIPMENT REQUIRED:

None

## NON-PHYSICAL DEMANDS:

|   |   |   |                                   |
|---|---|---|-----------------------------------|
| <b>F</b><br>Frequently<br>From 1/3 to 2/3 of the time | <b>O</b><br>Occasionally<br>Up to 1/3 of the time | <b>R</b><br>Rarely<br>Less than 1 hour per week | <b>N</b><br>Never<br>Never occurs |
|---|---|---|-----------------------------------|

| -Description of Non-Physical Demands-         | -Frequency- |
|---|-------------|
| Time Pressure                                 | O           |
| Emergency Situation                           | O           |
| Frequent Change of Tasks                      | O           |
| Irregular Work Schedule/Overtime              | R           |
| Performing Multiple Tasks Simultaneously      | O           |
| Working Closely with Others as Part of a Team | O           |
| Tedious or Exacting Work                      | R           |
| Noisy/Distracting Environment                 | R           |
| Other (see 2 below)                           | N           |

(2) N/A



## PRIMARY WORK LOCATION:

|                                |   |                     |  |
|--------------------------------|---|---------------------|--|
| Office Environment             | X | Vehicle             |  |
| Warehouse                      |   | Outdoors            |  |
| Shop                           |   | Other (see 3 below) |  |
| Recreation/Neighborhood Center |   |                     |  |

(3)N/A

## SIGNATURE – REVIEW AND COMMENTS:

The Kansas City, Kansas Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Kansas City, Kansas Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions

## READ AND ACKNOWLEDGED

|   |  |      |  |
|---|--|------|--|
| EMPLOYEE NAME:<br>(printed)                   |  |      |  |
| EMPLOYEE SIGNATURE                            |  | DATE |  |
| AUTHORIZED AGENCY<br>REPRESENTATIVE SIGNATURE |  | DATE |  |