



Housing Authority of the City of Reno

Announces an Open Competitive Recruitment for **HOUSING SPECIALIST**

THE POSITION

Under general supervision performs a variety of duties pertaining to the occupancy and eligibility of Housing Services Programs; conducts housing applicant interviews; advises clients on Housing Authority policies, regulations, and guidelines; responds and resolves client inquiries regarding eligibility or continued occupancy requirements.

THE JOB DESCRIPTION IS ATTACHED TO THIS ANNOUNCEMENT

WHAT WE DO

The RHA helps ensure nearly 9,000 people in the Truckee Meadows have a safe, secure place to call home. We are the largest provider of affordable housing in Washoe County, proudly assisting families and individuals in our community.

WHY APPLY?

The RHA is committed to developing a team that embraces our mission and core values throughout our local community. To offer superior service to our clients, we invest substantially in professional growth and development and are focused on exemplifying our underlying values of integrity, trust, leadership, progress and customer service. We offer **competitive salaries** based on skills and experience, an **exceptional benefits** package, a robust defined benefit retirement plan, and ample **opportunities for growth**. Our benefits package includes:

- ◆ **100% employer paid** health, dental, vision & life insurance
- ◆ Flexible Spending plan.
- ◆ **Excellent vacation & sick leave** accrual program
- ◆ Thirteen (13) paid Holidays
- ◆ **100% employer paid** retirement contribution for the Public Employees Retirement System (PERS)
- ◆ **Paid Parental Leave**
- ◆ 457(b) retirement savings program
- ◆ **Employer paid** life insurance and AD&D
- ◆ Positive, friendly work environment focused on providing work/life balance

SALARY PAY RANGE

- ⇒ Starting pay \$21.48/per hour
- ⇒ Merit increases to \$31.73/per hour

CONDITIONS OF EMPLOYMENT

This is a full-time, non-exempt position. The RHA is committed to ensuring a safe, productive and positive work environment through a Drug and Alcohol-Free Workplace. Selected candidates will need to complete a pre-employment drug screen and background checks including a criminal history check.

TO BE CONSIDERED

If interested and meet the minimum qualifications for this position you are encouraged to obtain an application at www.renoha.org. If reasonable accommodation is required, please contact the RHA Human Resource Director at HR@renoha.org

Please submit a complete application on or before the close date to HR@renoha.org. While you may include a resume, the RHA cannot accept resumes in lieu of a completed application.

EQUAL OPPORTUNITY EMPLOYER

The Reno Housing Authority is an equal opportunity employer. The RHA is committed to the principles of Equal Employment Opportunity (EEO) in accordance with applicable Federal and State law, and Executive Orders. Our policies prohibit unlawful discrimination based on race, color, creed, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by Federal, State, or local laws.

CLOSE DATE: Open until filled

This recruitment may close at any time based on applications received. Qualified applicants are encouraged to apply as soon as possible.



HOUSING SPECIALIST

DEPARTMENT: Rental Assistance & Admissions
 REPORTS TO: Director of Department
 Exempt/Grade: Non-Exempt / Grade 15

SUMMARY

Under general supervision performs a variety of duties pertaining to the occupancy and eligibility of Housing Services Programs; plans, organizes, and participates in the housing applicant interview and counseling process; prepares confidential and technical documents pertaining to client cases; advises participants and clients on Housing Authority policies, regulations, guidelines and procedures; maintains applicant and client records; responds and resolves applicant and client inquiries regarding eligibility or continued occupancy requirements.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Interviews applicants/clients, assesses documentation to ensure accuracy and completion and updates applicant/client data.
- Determines initial/continued eligibility for appropriate low-income housing program(s).
- Applies federal regulations and agency policies in determining tenant rent and appropriate subsidy levels.
- Answers inquiries concerning eligibility, program compliance and rent calculation based on knowledge of federal regulations and agency policies for appropriate housing program(s).
- Maintains priority/preference system, as required, for housing program(s) and maintains certified pool of applicants.
- Evaluates documents and sends notices to applicants/clients/ landlords with regard to regulations, authority policies, rent changes, program violations, and other miscellaneous correspondence as needed.
- Maintains all files, including individual applicant/client records, reviews and organizes materials, forms and verifications, keeps files up to date.
- Assists in gathering information for preparation of reports for Authority and HUD purposes.
- May perform work in various locations, as needed and assigned.
- Completes re-determination of initial/continued occupancy eligibility and computes the rent of each applicant/client on the basis of information received from acceptable source(s) using knowledge of federal regulations and agency policies.
- Conducts individual or group briefing sessions to explain program requirements.
- Represents the department at community meetings and outreach activities as assigned.

- Performs other related tasks and duties as assigned.

MINIMUM QUALIFICATIONS

- High School diploma or equivalent.
- Two (2) years of increasing responsible office/clerical experience in public housing, public sector, social services agency, or property management that involved interviewing clients and case management.
- Or an equivalent combination of education, training and experience which provides the knowledge and abilities necessary to perform the work as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of HUD and Authority low-income housing programs and regulations.
- Knowledge of office administrative procedures, systems, and equipment.
- Knowledge of correct English usage, including spelling, grammar, punctuation, vocabulary, and basic mathematics.
- Ability to operate office equipment such as copiers, personal computers, facsimile machines, printers, and other equipment.
- Ability to type accurately at a speed sufficient to complete assigned work in a timely manner.
- Ability to use various computer systems and programs accurately and efficiently.
- Ability to organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Ability to handle confidential information with discretion and sound judgement.
- Ability to communicate tactfully and effectively in both written and verbal form.
- Ability to establish and maintain effective and cooperative working relationships with residents, contractors, vendors, RHA staff, and the public.
- Skilled in providing a high level of customer service by effectively dealing with diverse public groups including culturally, socially and economically diverse populations, seniors, and persons with

disabilities.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work indoors in an office setting with the need to meet strict deadlines, regularly operate standard office equipment including computers, printers, telephones, and copiers.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone.
- Ability to lift, carry, push, and pull materials and objects up to 25 pounds.
- Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ADDITIONAL REQUIREMENTS

- Obtain and maintain certifications, licensure or credentials that relate to the position as directed by the Authority. Must obtain and maintain HCV Rent Calculation Certification within one year of employment.