

# WACO HOUSING AUTHORITY & AFFILIATES

## POSITION DESCRIPTION

**TITLE: Section 8 Administrative Coordinator**

**NON-EXEMPT**

**SUPERVISOR: Director of Section 8**

### **Duties and Responsibilities**

This is an experienced employee responsible for the quality control for accuracy of Section 8 files and process'. This employee performs a variety of duties which range from training new employees to implementing special assignments. Specific duties include the following:

Screens tenant files for accuracy and compliance with HUD regulations and the Administrative Plan.

Verifies documents for owner damage claims prior to resident/owner hearings and maintains appropriate files with respect to resident payment agreement.

Ability to effectively solve problems.

Performs special projects for the supervisor concerning the Section 8-program.

Compiles statistical data and prepares reports relating to the Section 8-program and inputs information into the computer.

Assists and networks to other human service agencies for needed help on behalf of clients.

Assist in counseling and resolving problems between landlords and residents.

Keeps supervisor informed of program/policy violations, abuses and fraud.

Process recoupment worksheets for unreported income and prepare repayment agreement for tenant(s) signature.

Audits monthly rental calculations for check runs to detect overpayments/underpayments, errors and/or omissions for Section 8 program over all WHA covered jurisdictions.

Oversee expenditures and work with the accounting department to manage the company budget.

Provides training to temporary and new full-time personnel.

Process incoming and outgoing tenant files under portability and reconcile payments.

Monitors issuance of Section 8 Housing Choice Voucher program and informs supervisor of available vouchers.

Handles all aspects of Portability Process for WHA.

Trains staff on Section 8 regulations.

Acts for Section 8 Counselors when they are absent. This includes managing scheduled appointments and walk-in: All aspects of counselor position.

Manage and route phone calls appropriately throughout the department.

Distribute incoming mail and other duties regularly associated with office management.

Address employees and clients' queries; via email, phone or in person.

Compose and type regular correspondence, like new rent letters, termination notices, and recertification notifications.

Develop and maintain a filing system.

Develop, implement and improve office policies and procedures i.e. administrative plan. Maintain effective workflow in the office.

Assign work tasks, create schedules, and manage calendars.

Operate office machines such as computers, photo copier, and printers; perform light maintenance and trouble shooting.

Performs all lease up activities when the position for the caseload is vacant.

Performs other related duties as assigned. Create a structured plan for counselors to follow which should allow for processing and completion of files in a timely manner.

### **Qualifications and Knowledge**

High school graduate or GED. Two years advanced education. Two years general clerical/bookkeeping experience in housing/apartment management area, or an equivalent combination of education and experience.

Knowledge of HUD regulations and Authority policies procedures and practices pertaining to Section 8 programs.

Knowledge of general office practices and procedures, business English arithmetic, office practices and procedures and bookkeeping principles, practices, and techniques.

Skill in operating general office machines and computers.

Ability to establish and maintain effective working relationships with other employees, residents, owners, managers, and social service agencies.

Ability to communicate clearly both orally and in writing particularly with people from varied socioeconomic backgrounds.

Effective problem solver.

Bondability.

Valid Texas driver's license.

Eligibility for coverage under Authority fleet auto insurance.

### **Supervision Received and Given**

The employee receives assignments and instructions from the Director of Section 8. Procedure, the supervisor, or the employee, depending on the assignment may establish course of action, deadlines, and priorities. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures.

The employee has no supervisory responsibilities.

### **Guidelines**

The employee performs routine duties by following established HUD and Authority policies and procedures. These guidelines cover most job-related situations, and the employee seldom is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

### **Complexity**

The employee performs a variety of related, routine and generally repetitive tasks. The course of actions is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

### **Scope and Effect**

The employee's work affects applicants, resident families, owners, managers, agents, social service agencies and other Authority personnel. The employee's efforts enhance the Authority's continuing efforts to provide adequate leased housing to low-income families on a timely basis and at reasonable rates.

### **Personal Contacts**

Personal contacts are with all the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by applicants, residents, and other Authority activities.

### **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as

kneeling and crouching to obtain files, eyestrain from working with computers and other office equipment.

### **Work Environment**

Work is principally sedentary, but may involve some physical exertion, such as kneeling and crouching to obtain files, eyestrain from working with computers and other office equipment. Work involves the normal risks or discomforts associated with an office environment but is usually in an area that is adequately heated, lighted and ventilated.

Must receive certification in eligibility and rent calculation within 1 year of employment.