



Bloomington Housing Authority

1007 North Summit, Bloomington, Indiana 47404
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Job Opening Announcement

September 17, 2021

Housing Choice Voucher (HCV) Occupancy Specialist

Job Status: Full-Time, Non-Exempt
Shift: 8:00 AM - 4:00 PM
Days: Mon., Tue., Wed., Thu., Fri.
Details: Posted on Friday, September 17, 2021. Open until filled.

The Bloomington Housing Authority (BHA) is seeking a full-time (35 hours) **Housing Choice Voucher (HCV) Occupancy Specialist**. Our ideal candidate is a self-motivated individual who is organized, cordial, versatile, and is able to effectively communicate with people of all backgrounds and personalities. This person will work directly with participants, applicants, and property owners for Housing Choice Voucher (HCV) Program. This position requires someone who can determine program eligibility, verify participant annual income, and calculate housing assistance payments, as well as maintain files and generate reports as required. This position may be responsible for responding to complaints, assisting walk-in clients as necessary, and conducting applicant briefings for HCV Program. The position supports and is under the direct supervision of the Housing Choice Voucher (HCV) Program Manager.

Primary Responsibilities:

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

- Perform timely annual and interim recertifications to determine rents and eligibility. This includes gathering proper verifications, generating notices of rent adjustment, and HAP Contracts;
- Calculate participant rent and authorize distribution of HCV rental assistance;
- Ensure accurate input of client data into software system;
- Conduct eligibility screenings and collect required documentation from HCV clients;
- Provide program information to applicants, participants, landlords, other agencies, and the public;
- Promptly respond to client needs and resolve housing-related concerns;
- Process new admissions to program, certifications to move, and portable moves;
- Generate and maintain any necessary reports for HCV Program;
- Pull data from EIV system, address discrepancies in client files, calculate repayment agreements, and make recommendations regarding termination of assistance if not in compliance with program requirements;
- Manage special project voucher caseloads as needed such as PBV, VASH, EHV, and SRO;



- Obtain background check information as required;
- Maintain appropriate filing system for all active and terminated participants;
- Develop a working relationship with all appropriate agencies within the community;
- Respond to written complaints or inform the appropriate personnel;
- Prepare and present any information necessary for informal hearings;
- Assist walk in clients as necessary;
- Schedule assistance meetings and track results;

Essential Skills and Abilities:

- **Coordinating Skills:** Ability to organize and maintain client files and coordinate monthly activities.
- **Technical Skills:** Proficiency with personal computers and office equipment (e.g., printers, scanners, copier, and fax). Proficiency with Microsoft Office (e.g., Word, Excel, and PowerPoint), and ability to work with Housing Authority software.
- **Communication/Language Skills:** Strong interpersonal communication skills that will establish positive working relationships with clients, employees, and landlords.
- **Physical Skills:** Ability to perform work with or without an accommodation that requires sitting, standing and walking, dexterity of hands and clarity of vision, speech and hearing and powers of observation; other physical duties as required.
- **Mathematical Skills:** Ability to calculate income, rent payments and pro-rations to determine program eligibility.
- **Other Skills:** Confidentiality, accuracy, customer service, patience, professionalism, teamwork.

Behavioral Skills:

- Self-directed with the ability to successfully solve problems independently;
- Ability to handle multiple tasks and complete work within required timelines;
- Thrive under pressure in a fast paced environment;
- Ability to make sound decisions;
- Establish and maintain good working relationships with others;
- Detailed oriented;
- Communicate well with others (oral and written) with good organizational skills;
- Excellent attendance record;
- Able to give and receive constructive criticism; and
- Ability to embrace change.

Working Conditions:

- Work is typically performed in a normal office environment with moderate noise level. Use of computer and general office equipment. Sitting for extended periods of time at a desk. Occasional use of automobile. It may be necessary to lift weights up to 15 pounds.

Qualifications:

- **Education:** Must have equivalency of high school education via diploma/GED. Associates or Bachelors Degree preferred.
- **Experience:** One to two years of related experience and/or training required. Experience working in affordable housing or public programs preferred.
- **Certificates & Licenses:** Valid State Issued Drivers' License and insured.
- **Other Requirements:** Must have reliable transportation; must have a phone and be accessible; must be authorized to work in the United States (The BHA validates authorization to work using eVerify.)



Benefits:

- 401(k) Retirement Plan
- Health Insurance
- Health Savings Account contribution
- Dental Insurance
- Vision Insurance
- Employee Assistance Program
- Life Insurance
- Paid Time Off
- Personal Time
- Paid Holidays

Salary Range: \$16.09 - \$19.79/ hourly

****How to Apply:** Interested applicants should submit a **cover letter and resume** to Daniel Harmon, HCV Program Manager at dharm@blha.net. **

About BHA: The Bloomington Housing Authority was established in 1961 while its first development of affordable housing units was completed in 1968. Currently, the BHA employs a staff of 29 employees and provides housing assistance to over 2,500 Monroe County households each year. The BHA operates three affordable housing communities and provides more than 1,300 Housing Choice Vouchers, also known as Section 8, that allow income eligible families to rent in the private market. Along with housing assistance, the BHA maintains active service coordination programs including the Family Self-Sufficiency Program and Community of Empowerment Program. In July 2018, the BHA released its current Strategic Direction 2018-2030 Plan called “Bloomington Housing Forward” which outlined affordable housing portfolio preservation and improvements through the HUD RAD program among many other goals. More information about BHA can be found online at www.bhaindiana.net.

BHA is an equal opportunity employer and does not discriminate against any employee or applicant because of race, color, sex, religion, age, sexual orientation, familial status, disability, handicap, national origin, ancestry, gender identity, veteran status, military status, housing status or any status protected under federal, state or local law.

