



Eligibility Technician

POSITION DESCRIPTION

JOB CLASSIFICATION:

Non-Exempt

SUPERVISION EXERCISED:

None

TEAM:

Eligibility

SUPERVISOR:

Voucher Supervisor

DATE:

December 13, 2017

JOB DESCRIPTION/SUMMARY

Greets and assists clients in a courteous, professional manner. Determines initial eligibility for Grand Junction Housing Authority (GJHA) Programs in compliance with GJHA policies and procedures and appropriate program rules and regulations, where applicable.

ESSENTIAL JOB FUNCTIONS

- Performs initial eligibility for all GJHA Programs. Maintains a pool of eligible families for entry into GJHA Programs. This consists of pulling Waiting List Reports; sending letters to potential applicants; setting up appointments; and verifying income, household, and other required information in order to determine final eligibility. Reviews pending files periodically to make sure files have updated information (in accordance with the GJHA policy).
- Contacts voucher holders looking for housing to determine whether they are still interested and in need of assistance.
- Maintains the confidentiality of all applicants and tenants. All information is confidential and cannot be released to the general public or another agency without a written release from Program participant/tenant/applicant.
- Answers accurately, citizens' requests for information, both in person and over the telephone, about housing assistance provided by GJHA and general information about other housing agencies. Must be cordial and helpful in providing information so that the citizen has a good understanding of the process of applying for housing assistance.
- Supports other staff members in performance of their job responsibilities, including limited typing of routine correspondence as related to programs; i.e., waiting list purge letters, eligibility and annual recertification notices, notices of evictions, and responses to general inquiries of Programs.

- Maintains knowledge of human service resources available in the community for additional referrals to applicant families.
- Answers incoming telephone calls. Gathers accurate information in order to refer telephone calls to appropriate staff member and/or Program for assistance. Attempts to answer questions of clients, where possible, to avoid unnecessary delays or duplication of work by other staff members.
- Processes incoming mail.
- Accepts money collected for rent, fees, penalty assessments, fines, etc.
- Coordinates coverage for front office during breaks, lunch, holidays, sick leave and vacation periods.
- Maintains in a neat and clean manner, the front reception area, including all interview rooms, conference rooms, supply rooms, and personal desk. No information as related to applicant and tenant files, applications, and computer screens, should be visible for the general public to view or left on the desk after work hours.
- Performs other duties as assigned.

ADDITIONAL JOB FUNCTIONS

- Treats people with respect and work with integrity and professional ethics, upholding the agency's values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
- Follow Grand Junction Housing Authority (GJHA), U.S. Department of Housing and Urban Development (HUD), Financial Partners and Colorado Housing and Finance Authority (CHFA) policies, procedures, rules and regulations, where applicable. Must have or acquire a working knowledge of all pertinent regulations applicable to the position.
- Adapts well to change in the work environment. Works with frequent interruptions and responds calmly and professionally to emergency situations. Demonstrates the ability to provide quality services to a culturally diverse population. Must be respectful and professional at all times.
- Maintains the utmost confidentiality of all applicant and tenant information.
- Must be a team player and act at all times in a manner that is in the best interest of GJHA.
- Communicates and reports to the appropriate member of the Leadership and/or Executive Teams, any matters regarding liability and risk management issues at properties as well as any suggestions to improve or enhance quality of life issues provided by the clients/residents.
- Uses a time management system and other organizational tools set up by the GJHA.
- Establishes and maintains effective working relationships with other employees and community agencies. Ability to work in a team environment placing the interests of the team above own.
- Makes rational and appropriate decisions. Writes and speaks clearly and professionally.

- Minimal out of town training may be required
- Attend scheduled meetings with the Voucher Supervisor to discuss various items of concern and/or interest to both parties.
- Responsible to maintain office in a neat and clean manner. No information relating to applicants and tenants, including files and computer screens, visible to office visitors or left on the desk after work hours.

MINIMUM QUALIFICATIONS / SKILLS NEEDED

- High school diploma or equivalent required. . Work experience should be appropriate to this position.
- Proficient in Microsoft Windows and must have or acquire a working knowledge of GJHA tenant software (HAB) within three months of date of hire.
- Requires strong skills in organization, time management, initiative, and attention to detail. Must be able to deal with frequent interruptions and to successfully work with a variety of populations.
- Requires excellent written and verbal communication and organizational skills and the ability to exercise independent judgment and work with limited supervision.
- Spanish speaking **strongly** preferred.
- Must have or acquire working knowledge of the following within three months of date of hire:
 - Housing management and occupancy issues, statutes and requirements;
 - The Low-Income Housing Tax Credit program;
 - HUD Multi-Family Programs
 - Fair Housing/Reasonable Accommodations
 - Marketing strategies and processes, in compliance with Equal Housing Opportunity;
- Requires a valid Colorado Driver’s License and the ability to be insured at standard rates.
- Criminal background checks drug screening will be required.

Employee Name (Print)

Employee Signature

Date