



# Alexander City Housing Authority

*Serving Needs & Providing Opportunities*

## VACANCY ANNOUNCEMENT

### **Intake Support Specialist**

## Alexander City Housing Authority

2110 County Road

Alexander City, AL 35010

\$32,531.20 (\$15.64/hr.) - \$35,547.20(\$17.09/hr.)

#### **Summary of Job Duties**

Responsible for day-to-day operations of the intake and eligibility at the Alexander City Housing Authority, requiring the application of detailed federal, state, and local laws, regulations and procedures, interpretation and implementation of policies and procedures required for federal housing programs, exercising considerable judgement and initiative. Responsible for managing the administrative office lobby area and providing quality customer service. Prepares Board meeting books, notifies Board members of meetings, and files all Board-related documents.

#### **Minimum Qualifications**

High School Diploma or GED equivalent and a minimum of three years' experience performing office/administrative work. An equivalent combination of education and experience may be considered. Must possess a valid state issued driver's license and be insurable under the Authority's plan.

#### **How to Apply**

Interested individuals visit our website for more info and apply online.

[www.alexcityhousing.org](http://www.alexcityhousing.org)

Announced: May 23, 2024

Closing: May 30, 2024 Application review will begin immediately



# Alexander City Housing Authority

2110 County Road  
Alexander City, AL 35010

## POSITION DESCRIPTION

Position Title:	<i>Intake Support Specialist</i>	Department:	<i>HCVP/Public Housing</i>
Reports to:	<i>Program Managers</i>	Approved By:	<i>Executive Director</i>
FLSA Status:	<i>Non-Exempt</i>	Approved Date:	<i>10/25/2023</i>

### Position Summary

Under general direction of the Asset Managers and HCV Manager, the Intake Support Specialist is responsible for day-to-day operations of the intake and eligibility at the Alexander City Housing Authority, requiring the application of detailed federal, state, and local laws, regulations and procedures, interpretation and implementation of policies and procedures required for federal housing programs, exercising considerable judgement and initiative. Responsible for managing the administrative office lobby area and providing quality customer service. Prepares Board meeting books, notifies Board members of meetings, and files all Board-related documents.

### Essential Duties and Responsibilities

The statements contained here reflects general duties as necessary to describe the principal functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements

- Must effectively handle high volume of personal and telephone contacts with Residents, Participants, and Landlords, on a daily basis.
- Receives and responds to inquiries from applicants, residents, landlords, and community organizations when appropriate.
- Prepares general correspondence such as letters, forms, reports, and other materials. This will include applicant notifications, requests for information, denial letters, etc.
- Maintains on-line application portal, SACS, by accepting updates, changes, new waiting list applications, etc. Properly documents changes for SACS and/or paper file as needed.
- Reviews applications for completeness and request missing information and updated information as needed.
- Maintain waiting list and applicant files for Public Housing & Housing Choice Voucher (HCV) programs and any other assigned programs.
- Perform applicant prequalification with includes but no limited to verifying eligibility documentation including; criminal history, eviction notices, child support payments, references and marriage licenses of all prospective residents.
- Collaboratively works cross functionally to ensure best outcomes for those we serve and the organization.
- Assist with reviewing applications from potential residents; interviews applicants; investigates and verifies information received; and assists with determining housing eligibility.
- Assist with HCV program briefings and assist families during housing search by contacting voucher holders during the search process. This opportunity will be used to assess families progress in locating a unit, answer questions, give guidance (if needed) on program requirements, provide suggestions on unit search, and reinforce the importance of locating a unit prior to the voucher expiration date.

- Opens, date stamps, sorts, and distributes incoming mail to appropriate staff. Prepares outgoing mail for pickup.
  - Maintain the Alabama Municipal Intercept Services (MIS) data entry and adjustments including; entering and submitting outstanding debt owed, review and verifies balances on tenant history, adjust and delete data as necessary.
  - Maintains Board meeting agendas, minutes, resolutions, and other attachments in secure file (paper and electronic) that is easily retrievable and prepare Board notebooks prior to meeting.
  - Ensures the lobby is neat, orderly, free from clutter, and safety standards are maintained.
  - Maintains lobby bulletin board, ensuring all required information is posted and current; Board meeting notices and agendas, and employment notices and opportunities are posted.
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## **Behavioral Competencies**

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

**Education and/or Experience**

High School Diploma or GED equivalent and a minimum of three years' experience performing office/administrative work. An equivalent combination of education and experience may be considered. Must possess a valid state issued driver's license and be insurable under the Authority's plan.

**Technical Skills**

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must possess accurate data entry and typing skills. Must have the ability to learn other computer software programs as required by assigned tasks.

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**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

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**Working Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment: The noise level in the work environment is usually moderate.

**INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*Job descriptions assist ACHA in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

*This job description has been reviewed by me. My signature indicates that I understand and agree to the requirements for this position, and I have received a copy of this job description.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name