



Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203

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HOUSING INTAKE COORDINATOR

REPORTS TO: Director of Affordable Housing Operations
SALARY RANGE: \$18 - \$26 hourly, plus excellent fringe benefits
PAY RANGE: D

SUMMARY OF POSITION: This position is responsible for responding to affordable housing assistance inquiries, providing community outreach for the affordable housing program, reviewing low-income housing assistance applications, and determining eligibility through established screening procedures; maintaining waiting lists; and coordinating monthly applicant orientation meetings. This position requires ability to learn federal regulations relating to admission to the public housing program.

MAJOR DUTIES AND RESPONSIBILITIES:

- Respond to inquiries regarding CHA's public housing program.
- Conduct outreach for the public housing program administered by CHA including information on unit availability, the application process, and eligibility guidelines.
- Participate in the Housing 101 briefing for social service agency employees.
- Represent CHA at the Project Homeless Connect effort.
- Create materials to promote the public housing program as appropriate.
- Coordinate orientation to the public housing program.
- Review applications and determine the eligibility of applicants under CHA's adopted Public Housing Admissions and Continued Occupancy Policy (ACOP) including the initial determination of family composition, income eligibility, and the qualification for local preferences.
- Review applications and determine the eligibility of applicants under CHA's adopted Housing Choice Voucher Administrative Plan including the initial determination of family composition, income eligibility, and the qualification for local preferences.
- Coordinate translation services for limited English proficient applicants
- Assist applicants with filling out applications as needed.
- Perform landlord reference checks, criminal background reviews, and income verification for the public housing program.
- Request and retrieve criminal history checks from local and state law enforcement agencies.
- Perform home visits to applicants as required.
- Research, review, and assist in purchasing decisions regarding application and background check software and services.
- Monitor arrest reports and Aleir reports for information on applicants.

- Monitor the public housing lease log.
- Assist managers with requests to add to lease and transfer requests as needed.
- Maintain the applicant waiting list and intake status report for affordable housing and Housing Choice Voucher in accordance with federal regulations and the CHA ACOP and HCV Administrative Plan.
- Assist in meeting the goals as indicated in CHA's Annual and Five-Year Plans.
- Maintain necessary files and documentation as required by federal regulation.
- Perform other work as assigned by the Director of Affordable Housing Operations.
- Prepares or assists in the preparation, calculation, typing, proof reading, and recording of statistical and financial data.
- Responsible for the preparation of orientation packets for HCV applicants and new HCV landlords.
- Completes special projects as assigned.
- Assists with unit relocation process as needed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Significant knowledge of, or ability to learn, federal regulations relating to admissions for public housing program.
- Must be able to obtain Public Housing Specialist or Occupancy Specialist certification within one year of hiring.
- Ability to exercise considerable judgment, tact, and confidentiality in working with applicants and the general public.
- Ability to manage multiple projects in a timely and effective manner.
- Ability to implement, without supervision, continuing assignments requiring materials organization, report preparation, and decision making within the guidelines of policies and procedures.
- Ability to establish and maintain effective working relationships with superiors, associates, administrators, and the general public, as well as the ability to work with a diverse population that includes individuals, families, the elderly, limited English proficiency persons, and persons with disabilities.
- Ability to work with professionals from social service agencies, courts, refugee centers, etc.
- Ability to express oneself effectively both orally and in writing and to prepare clear, concise, comprehensive reports and effective and accurate correspondence.
- Ability to utilize computer hardware and software required to meet the general responsibilities of the position.

EDUCATION AND EXPERIENCE:

- High school diploma or its equivalent.
- Bachelor's degree in social service, business or public administration or a related field is preferred.
- Minimum of two years' experience and/or training in public administration, business or general or property management preferred.

- Experience with computers and software systems.

SPECIAL REQUIREMENTS:

- Must be willing to travel overnight annually for training or attendance at conferences/workshops.
- Must be able to obtain and maintain a bank account for the purpose of receiving directly deposited payroll.
- Must pass a pre-employment drug screening and criminal background check.

Employee Signature

Date