



Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203

Office: (573) 443-2556 ♦ Fax: (573) 443-0051 ♦ TTY: (800) 735-2966 ♦ www.ColumbiaHA.com

Position: Housing Intake Coordinator

Reports To: Affordable Housing Operations Manager

Salary: \$18.00 - \$26.00 hourly (\$37,440 - \$54,080 annually)

Position Range: D

Position Overview:

This position is responsible for responding to affordable housing assistance inquiries, providing community outreach for CHA affordable housing programs, 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.

Key Responsibilities:

- Respond to inquiries regarding CHA's housing programs
- Conduct outreach for housing programs administered by CHA including information on unit availability, the application process, and eligibility guidelines.
- Represent CHA at the Project Homeless Connect effort.
- Create materials to promote CHA's housing programs as appropriate.
- Coordinate orientation to CHA housing programs.
- Review applications and determine the eligibility of applicants under CHA's Administrative Plan including the initial determination of family composition, income eligibility, and the qualification for any preferences.
- Coordinate translation services for limited English proficient applicants
- Perform landlord reference checks, criminal background reviews, and income verification for CHA housing programs.
- Request and retrieve criminal history checks from local and state law enforcement agencies.
- Research, review, and assist in purchasing decisions regarding application and background check software and services.
- Monitor arrest reports and safety reports for information on applicants.
- Monitor vacancies
- Process 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 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.
- Responsible for the preparation of orientation packets for all housing program applicants
- Completes special projects as assigned.
- Assists with unit relocation process as needed.

Required Knowledge, Skills & Abilities:

- Significant knowledge of, or ability to learn, federal regulations relating to admissions for CHA housing programs.
- Must be able to obtain 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 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 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.

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:

- Valid Missouri driver's license or ability to obtain one.
- Ability to obtain PBV & LIHTC Specialist certification within one year.
- Occasional travel overnight for training or attendance at conferences/workshops.
- Successful pre-employment drug screening and background check.

We are an equal opportunity/affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status or any other characteristic protected by law.

Employee Signature

Date