**Title: Eligibility Specialist**

**Reports to: Executive Director**

**General Description:**

The Eligibility Specialist position helps administer the Section 8 Housing Choice Voucher program and special voucher types through maintaining the wait lists and completing initial lease up activities of the program.

**Duties and Responsibilities:**

* Maintains all the Section 8 waitlists
* Coordinates waitlist opening and closing, including entering new applicants into the software system with support from the Administrative Assistant
* Coordinates purging of the waitlists
* Fills vacancies and maintains utilization with guidance from HUD projection tools and directive from Section 8 Coordinator and ED
* Coordinates with Human Services, COC, and others to receive referrals for special purpose programs
* Pulls names from the waitlists for voucher issuance, applying appropriate preference and eligibility categories
* Performs background checks and other pre-eligibility verification processes to determine eligibility
* Sends denial letters if required per HUD and PHA regulations
* Conducts individual or group briefings
* Verifies all information received from applicants and calculates adjusted income to determine rent portion at admission
* Determines family size, issues vouchers, and creates new client folders
* Acts as point of contact for landlords, voucher holders, and their supports through their housing search
* Performs lease up processes, including reviewing units for approval within regulation requirements, ordering inspections, generating letters to landlords/voucher holders, and generating HAP contracts and/or tenancy addendums
* Hands off client to Housing Specialist team after lease-up
* Supports Section 8 Coordinator in generating required monthly reports on program activity, including tracking lease up timing and success rates
* Reports to partners on special program data
* Enters all voucher program certifications into HUD PIC system, work through errors, and monitor reporting rates
* Supports the Section 8 Coordinator in updating waiting list, eligibility, and admission related sections of the Administrative Plan
* Other duties as assigned by Section 8 Coordinator and Executive Director

**Skills and Qualifications:**

* Any combination equivalent to a four-year degree in a related field and a minimum of two years of relevant experience. Additional relevant experience will be substituted for education on a year-for-year basis.
* Demonstrated ability to work with people of all incomes, nationalities, races, and abilities.
* Ability to establish a professional positive working relationship with staff, clients, landlords, collaborators, and other public agencies with professional and effective communication
* Ability to use independent judgment in the application of practices or procedures, and to resolve problems and deviations from the general workflow
* Ability to organize files to facilitate work processes and meet regulation requirements
* Ability to utilize a computer and standard software including Microsoft Office Suite,
* Knowledge and understanding of Section 8 program a plus
* Certification in CVS, COS, HCV Eligibility, HCV Occupancy, PBV, or similar a plus
* Experience with Emphasys Elite Software a plus