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## **JOB DESCRIPTION**

**JOB TITLE:** Service Center Supervisor  
**EXEMPT:** Yes  
**SALARY LEVEL:**1      **Minimum:** \$72,961      **Maximum:** \$91,203  
**EMPLOYEE REPORTS TO:** HCV Manager  
**BARGAINING STATUS:** Union Position  
**PREPARED BY:** imr      **DATE:**  
**APPROVED BY:**      **DATE:**  
**EXPIRATION DATE:** July 26, 2024

### **SUMMARY**

The Service Center is a storefront location and serves as the primary point of contact for program participants that have customer service issues related to Housing Choice Voucher (Section 8) or Low Income Public Housing. The Service Center Supervisor position performs all activities of program administration pertaining to program access and continued program participation. This includes all application intake and screening duties, all annual and interim recertification activities and all program administration. He or she monitors the workload and quality of work of the Occupancy Specialists, Program Clerks and/or other staff. Coordinates with the property managers and provides these individuals with fully verified applicant files, as unit and rental subsidies become available. Responsible for oversight of the day-to-day operations of the Service Center front desk. The incumbent reports to the Director of Service Center.

### **ESSENTIAL FUNCTIONS**

1. Provides daily supervision to Occupancy Specialists, Program Clerks and/or other staff.
2. Monitors the caseload for the Occupancy Specialist teams and recommends re-assignment of specific cases, as needed, to balance caseload.
3. Prepares and maintains weekly, monthly, quarterly and annual schedules for completion of annual recertifications.
4. Reviews approximately 10% of program participants to determine if annual recertification's and file documents meet internal program standards and sign checklist.
5. Monitors the transmittal of all 50058 forms and coordinates with Information Technology and the Service Center Director to make certain that monthly submissions meet targets and are free from errors. Works with quality assurance staff to correct PIC errors.
6. Coordinates with the Service Center Director on proposed changes to the federal Admission and continued Occupancy Policy (ACOP), the Section 8 Administrative Plan (Admin Plan), the application and other application documents such as verification forms.
7. Instructs applicants on the informational requirements for verification of income, household composition, and program qualification.

8. Maintains Applicant files and prepares standard monthly reports on operating statistics as well as special reports on request.
9. Review applications in accordance with the procedure and regulation.
10. Reviews all applications for completeness.
11. Makes preliminary determination of eligibility and assigns control number.
12. Insures that adequate pools of verified applicants are ready for unit or housing subsidy offers.
13. Attends meetings to explain the Authority programs and application requirements.
14. Performs special projects assigned by the Executive office.
15. Coordinates the “incoming” Vouchers for which HANH performs recertifications.
16. Trains new staff on program procedures.
17. Assists the Service Center Director, the Legal Department and other departments with any fraud investigations.
18. Works with the Director of Service Center to resolve issues related to customer service.
19. Conducts program briefings and provide assistance on methods for housing searches.
20. Reviews Request for Lease Approval and monitors all unit inspections.
21. Negotiates lease terms on behalf of applicant and applies rent reasonableness test.
22. Monitors mobility counseling and coordinates with finance on billings and other record-keeping requirements.
23. Provides limited mediation services between landlords and program participants to avoid evictions or unnecessary displacement.
24. Reviews all rent changes (amended HAP Contracts) before transmission of documents to the landlord.
25. Provides assistance on applications (NOFAs) for new Section 8 program resources such as annual allocations of Section 8 Existing Vouchers or special set-asides of Vouchers.
26. Assists as requested on special projects such as updating information required for rent reasonableness or utility allowance schedules.
27. Coordinates home visits to elderly or disabled applicants and/or participants unable to make office visits.
28. Monitors Household demographics profile and updates database.
29. Provides Technical Assistance to Landlords and program participants on Fair Housing requirements.
30. Coordinates and facilitates daily team meetings.
31. Performs all other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

1. Knowledge of Connecticut Tenant\Landlord law.
2. Knowledge of HUD regulations related to the Section 8 program.

1. Knowledge of HUD regulations related to occupancy management.
3. Proven ability to direct a staff involved in mostly routine administrative duties.
4. Exceptional written and oral communication skills.
5. Good communication and supervisory skills and ability to provide quality control on all programs.
6. Bilingualism in Spanish and English, preferred but not mandatory.
7. Ability to review and analyze facts in an impartial and deliberate fashion.
8. Knowledge of basic office and filing systems.
9. Sophisticated knowledge of basic office computer software including internet and e-mail systems
10. Ability to handle confidential information in an appropriate manner.
11. Valid Connecticut driver's license.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree (preferred) with one or more years work experience in public and assisted Housing and at least (2) years of supervisory experience with program requirements for the Section 8 and HUD Low-income Public Housing programs; course work in public administration or social services. or

Four to six years experience with property management, occupancy management for public or assisted housing programs, with at least two at a supervisory level.

### **APPLICATION AND SUBMISSION**

**THE HOUSING AUTHORITY, NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY.**

*All applications and resumes must be in the HR Office on or before July 26, 2024.*

Job descriptions & Applications may be obtained from HANH at 360 Orange Street, New Haven, CT 06511. Or [Employment Opportunities | Elm City Communities](#) Resume submission without applications to the address above, Fax number (203) 497-8202, e-mail to [jobs@newhavenhousing.org](mailto:jobs@newhavenhousing.org), TDD number (203) 497-8434, between the hours of 9:00 - 5:00 p.m. weekdays. The Housing Authority accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1025. Disabled are encouraged to apply.

**AN EQUAL OPPORTUNITY EMPLOYER M/F/V**