

# HOUSING AUTHORITY OF THE CITY OF NEW HAVEN

360 Orange Street  
New Haven, CT 06511  
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## JOB DESCRIPTION

**JOB TITLE:** Housing Specialist  
**EXEMPT:** NO  
**SALARY LEVEL:** Minimum: \$54,322.80  
**EMPLOYEE REPORTS TO:** VP of HCV  
**BARGAINING STATUS:** 713 Clerical  
**PREPARED BY:** imr **DATE:** December 2015  
**APPROVED BY:** kdw **DATE:**  
**EXPIRATION DATE:** May 13, 2025

### SUMMARY

This is a support position for administrative activities assigned to the Housing Choice Voucher (HCV) and/or Low Income Public Housing (LIPH) Programs. This individual will perform a variety of clerical and administrative duties related to the intake, resident processing, work order processing functions within the Low Income Public Housing or Housing Choice Voucher Programs that meets the Authority's obligations under its lease, local law and program regulation in the four major areas of Finance, Operations, Residents and Procurement. This position has a broad range of duties covering activities from application, waitlist management, initial briefings for new participants, resident processing through termination of assistance. This job incorporates features previously contained in the Occupancy Specialist job description.

The Housing Specialist will perform all property activities related to compliance with HANH's lease for an assigned portfolio of development(s) and extensive contact with landlords and tenants participating in the HCV programs.

This position is under the direct supervision of the specific LIPH Housing Manager to whom the incumbent is assigned and/or the Director or Supervisor for the HCV program.

### ESSENTIAL FUNCTIONS

1. Must effectively handle high volume of personal and telephone contacts with Residents, Participants and landlords on a daily basis.
2. Responds, verbally and in writing, to inquiries from outside persons and agencies regarding public housing and HCV Program.
3. Conducts program briefings and provides assistance on methods for housing searches.
4. Responsible for all office functions including scheduling appointments and interviews, typing dwelling leases; forms, memos, letters and reports, handling tenant complaints regarding maintenance and other matters and tasks associated with eligibility determination, verification of income and household composition.
5. Instructs applicants on the informational requirements for eligibility determinations, including but not limited to verification of income, household composition and program qualifications.
6. Maintains applicant files and processes applications in accordance with the HUD and HANH procedures and regulations.

7. Tracks status of requests for verification of income and logs receipt.
8. Monitors progress of households during housing search and prepares request for the extension of the housing search for review and approval.
9. Receives Request for Lease Approval and schedules all unit inspections.
10. Performs tenant income re-examination, recertifications, rentals, tenant selection, execution of leases for the LIPH and HCV Programs.
11. Negotiates lease terms on behalf of applicant and applies rent reasonableness test.
12. Prepares HAP Contracts and PHA leases, and arranges for their execution in conformance with program requirements.
13. Monitors Section 8 mobility and coordinates with Finance on billings and other record-keeping requirements.
14. Provides limited mediation services between landlords and program participants to avoid evictions or unnecessary displacement.
15. Notifies landlords of inspection findings, requirements for remediation and rent withholding.
16. Reviews Landlord claims for damages and unpaid rent for those HAP agreements for which this right still pertains.
17. Reviews all rent changes (amended HAP Contracts and LIPH leases) before transmission of documents to the landlord or property manager.
18. Assists as requested on special projects such as updating information required for rent reasonableness or utility allowance schedules.
19. Performs home visits to elderly or disabled applicants unable to make office visits.
20. Monitors household demographics profiles and updates databases.
21. Provides technical assistance to Landlords and program participants on Fair Housing requirements.
22. Assists with data collection and other tasks associated with special programs or applications for new resources.
23. Maintains required records on maintenance.
24. Maintains managers or departmental files.
25. Proofreads documents.
26. Serves as a first contact with Resident problems with maintenance services and performs quality control functions on work order completion.
27. Types HANH initiated work orders for preventive maintenance.
28. Identifies priority or emergency Work Order requests and informs the appropriate personnel.
29. Produces all tenant charges and coordinate with accounting on tracking issues.

30. 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.
3. Knowledge of HUD regulations related to the Low Income Public Housing Program.
4. Knowledge of property management practices.
5. Strong communications skills and above average typing skills (55 WPM).
6. Must be able to work with diverse groups of people and remain calm under pressure.
7. Sophisticated knowledge of and proficiency in basic office computer software including Internet and e-mail systems, Microsoft Office Suite, XP, including Excel, Word and PowerPoint.
8. Bilingualism in Spanish and English preferred but not mandatory.
9. Working knowledge of HUD terminology.
10. Demonstrated initiative, ability to work with others and good judgment.
11. Ability to work independently at multiple tasks and or to organize time effectively and perform mathematical calculations accurately.
12. Ability to handle confidential information in an appropriate manner.
13. Ability to work under pressure and with interruptions.
14. Valid Driver's license.

**EDUCATION AND EXPERIENCE**

Associate degree with two years of relevant work experience is preferred. High School Diploma or equivalent with at least five years of relevant work experience in Housing Operations and Management or related field may be substituted.

**APPLICATION AND SUBMISSION**

**THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY UNTIL ALL POSITIONS ARE FILLED.**

***All applications and resumes must be in the Human Resource Office on or before May 13, 2025.***

Job descriptions & Applications may be obtained from HANH at 360 Orange Street, New Haven, CT 06511. 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. 1022. Disabled are encouraged to apply.

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