



HCV ASSISTANT MANAGER

STARTING SALARY RANGE: \$1,232.00 to 1,663.20 (biweekly)

EMPLOYMENT STATUS: Monday – Friday/Full-Time exempt

DUTIES AND RESPONSIBILITIES: Under the leadership/coaching of Housing Choice Voucher (HCV) Senior Program Manager and the Vice-President of Affordable Housing. The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibilities but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. Also includes daily routine work, maintaining accurate folders, regular contact and correspondence with landlords and tenants.

The HCV Assistant Manager performs duties to assist in the management and administration of the HCV Program. The HCV Assistant Manager will be responsible for an assigned caseload and other duties related to the program accounting activities. Management of this caseload and other activities will include processing annual and interim reexaminations of participants for continued assistance, landlord and participant relations, and interaction with local and state community service and government agencies that may assist or benefit the program participants and any and all related accounting activities that are essential to the successful management of the program. The HCV Assistant Manager makes a strong contribution to the overall performance of the program which specifically includes attaining 95% as a minimum on SEMAP and 100% PIC reporting.

- Regularly schedule interviews, obtain income verifications, compute rents and utility allowances, properly notify participants of any rent changes and perform all tasks related to the timely conduct of initial, annual, and interim re-certifications in accordance with pre-established deadlines
- Explain policies and regulations to owners participating in or interested in the Housing Choice Voucher Program
- Provide counseling to participating families and refer families with multi-faceted concerns to the appropriate social services agencies
- Ensure that vouchers are issued timely and managed after issuance
- Assist voucher holders in finding acceptable units
- Schedule, interview, and determine eligibility for those people bringing their Housing Choice Vouchers to LHA commonly referred to as “port-in(s)”
- Shall review Request for Tenancy Approval, Owner/Family Lease and prepare appropriate papers for inspection
- Execute the Housing Assistance Payment (HAP) contracts between landlords and LHA, and assure all appropriate documents are accurate and complete
- Processes move-in(s), port-in(s), interim changes, and submit HUD form 50058 as required
- Maintain 97%+ quality assurance as determined by the monthly HUD-50058 analysis report
- Achieves an annual income target goal of 75% of extremely low-income limits.



- Provide excellent customer service by responding to information requests within 24 hours, conducting research, providing solutions to problems and correcting errors
- Responsible for explaining the responsibilities of the LHA, owner and family, including equal opportunity requirements to real estate brokers, owners, and managing agents
- Encourage participation by owners of units located outside areas of poverty or minority concentration; informs rental voucher holders of the full range of areas where they may lease units both inside and outside LHA jurisdiction; and supplies a list of landlords or other parties who are willing to lease units or help families find units, including units outside areas of poverty or minority concentration. This includes assisting the HCV Senior Manager with conducting an annual landlord workshop
- Ability to negotiate rent reasonableness
- Process, monitor, and follow-up on all port-in(s) “as required” and any applicable changes reported by the “Initial Housing Authority” in accordance to HUD’s portability rules
- Maintain applicant files and safeguard all sensitive documents in locked filing cabinets and/or room and adhere to Federal Privacy Act
- Tracks all move-in(s) and provides a monthly and weekly reports to HCV Senior Manager for analysis
- Monitors regulatory changes, attends workshops and seminars as deemed necessary for job description
- Make recommendation to deny admission to families in violation of federal regulations or LHA policies
- Assist in maintaining program statistics including rent reasonableness data, fair market rents, payment standards, utility allowances, income limits, and any other statistical data as may be required
- Perform special projects and research as directed
- Perform other duties as assigned

QUALIFICATIONS:

- Bachelor’s degree in Business Administration or Accounting
- 2-5 years’ experience in Social Services/rental housing and/or accounting preferred
- Knowledge of HUD rules and regulations and accounting processes preferred
- Ability to manage multiple priorities
- Advanced Microsoft Excel skills; proficiency in Microsoft Word
- Experience working with Yardi Accounting software
- Ability to analyze and solve problems
- Excellent written/verbal communication and interpersonal skills

If interested, please submit letter of interest and resume to jobs@lakelandhousing.org