

JOB DESCRIPTION
ADMISSIONS OFFICE CASE REPRESENTATIVE

LYNN HOUSING AUTHORITY & NEIGHBORHOOD DEVELOPMENT

PRIMARY GOAL:

The LHAND Admissions / Rental Assistance Office Case Representative's goal is to follow program guidelines and policies for the screening and placement of eligible applicants in various federal and state subsidized housing programs. The Case Representative will also assist with daily office clerical and data entry duties. This position reports to the Admissions Manager.

MAJOR RESPONSIBILITIES:

1. To monitor and complete procedures for efficient administrative work flow and accurate record keeping in the office.
2. To maintain familiarity with and may perform all duties related to clerical support functions, including application intake, application process and eligibility guidelines of prospective tenants.
3. To issue control numbers for the ST667, Federal & State Section 8 programs.
4. To complete all functions relative to waiting list management including initial eligibility and program qualification.
5. To coordinate all application screening and eligibility functions including initial eligibility and program qualification.
6. To complete data entry on new applications and keep all files updated.
7. General Duties
8. Understands and applies HUD and DHCD regulations and policies and LHAND's procedures;
9. Answer telephone calls and communicates with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional;
10. Responds timely to requests and inquiries from customers and staff, by phone, in person and by written communications.
11. Determines customer needs and provides the information or assistance required to satisfy the customer needs.
12. Keeps supervisor informed of issues as needed;
13. Communicates with other rental assistance staff on the progress and status of program transactions;
14. Attends meetings and trainings; and
15. Performs other related duties as assigned.

ILLUSTRATIVE DUTIES:

1. Determines program eligibility related to annual income, citizenship status, program guidelines and/or occupancy standards.
2. Requests, receives CORI/SORI and Info Center reports. Assesses reports for
3. eligibility/ineligibility status and makes recommendations to the Admissions Manager.
4. Requests landlord references for applicable applicants.
5. Reviews all program documentation for completeness.

6. Completes data entry as needed on files to be entered or updated for both federal and state programs. Input financial and family information through Visual Homes system of all existing programs.
7. Assists with coordination and completion of all applicant certifications and briefings.
8. Monitors, executes and makes offers to applicants of available units to ensure timely unit turnaround times, and documents all unit refusals.

Qualifications

- Bilingual Spanish/English
- Bachelor's degree in public or business administration, social work, or a related field; or Related years' experience.
- Knowledge of general office practices and procedures and basic mathematics;
- Ability to understand and implement HUD and DHCD regulations and LHAND policies and procedures;
- Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees;
- Ability to complete complex and detailed tasks in a timely manner;
- Ability to plan and prioritize duties;
- Strong written and verbal communication skills;
- Ability to pass a basic math and comprehension test

9. Refer all potential tenants to the appropriate staff to facilitate appropriate and successful placement. Note: Information for referrals may come from Home Visits, Landlord references and briefing sessions.
10. Ensures that all program regulations, guidelines and LHAND policies are being met when making unit placements.
11. Handling of MRVP Veteran Referrals from the Veteran's office.
12. Works with intra agency colleagues (i.e. GLSS and PACE staff) in assisting with completing paperwork and files for applicants when needed.
13. Assists in compiling information for monthly reports.
14. Provides clerical and data entry support for the office.
15. Completes other duties as required.