



HOUSING CHOICE VOUCHER SPECIALIST

Helena Housing Authority (HHA) seeks a **Housing Choice Voucher (HCV) Specialist** responsible for providing customer service, determining eligibility, calculating income, applying policies, operating computers, and ensuring compliance to provide Housing Choice Vouchers to HHA clients. This position processes applications for HCV programs, administers and follows policies and procedures established for the Housing Authority and maintains records and furnishes reports on such activities. Reports to the Operations Manager.

Duties include:

- Explain program requirements and procedures, collect applicant information, determine eligibility for the housing choice voucher program and maintain applicant records.
- Meet with applicants to explain detailed requirements and assist them with completing applications. Waitlist management. Notify applicants of decision based on voucher availability.
- Complete the process to award vouchers, calculate rents and housing assistance; coordinate with landlords, arrange inspections and monitor recipient eligibility.
- Conduct reviews of continued eligibility for vouchers that include income verification, change in family status, adherence to occupancy rules, initiating inspections etc. Terminate clients from the program who no longer are eligible or have violated rules.
- Prepare reports and maintain records of program activities for review by the Operations Manager to ensure accurate housing assistance program policies are followed.
- Performs a variety of other duties in support of ongoing HHA functions.

Qualifications to Join our Team:

Requires the equivalent of an associate degree with coursework in business, communication and/or office technology and two years' experience in social service, housing, customer service, and/or office management. Alternative combinations of education and experience may be considered (e.g., a bachelor's degree can substitute for experience or experience can substitute for the associate degree). Requires attention to detail and skill in customer service, communication, math, and office software. Requires possession of, or ability to obtain, a valid driver's license with an acceptable driving record and the ability to pass a criminal background check.

Opportunities:

HHA offers a competitive wage with opportunity for career advancement through our HCV Career Ladder. HHA also provides professional development and training opportunities including formal training and certification.

Pay Range:

Starting pay is \$18.00 – \$19.74 depending on qualifications.

Benefits:

HHA offers great benefits including participation in the Montana Public Employees Retirement System (PERS) and Deferred Compensation plans, Health, Vision, and Dental Insurance with contributions to a health savings plan; Short-Term Disability, Life, and Accidental Death & Dismemberment with optional coverages; and a generous paid leave program including **11 holidays, 12 days of sick leave, and 15 days of vacation leave per year.**

Public Service Loan Forgiveness (PSLF):

Employment with Helena Housing Authority may qualify you to receive student loan forgiveness under the PSLF. Check if you qualify at <https://myfedloan.org/borrowers/special-programs>.

How to apply:

Submit a cover letter, resume, and completed [HHA Employment Application](#) either by mail to P.O. Box 1251, Helena, MT 59624 or electronically to khoxie@cmsmontana.com. Please call 406-442-4934 if you have any questions.

Applications must be received by Noon, Monday, January 31, 2022 to be considered for the first round of screenings. If a suitable candidate is found in that screening, no further consideration will be made of applications received after that date. The position remains open until filled. HHA is an Equal Opportunity Employer.